

PHARMACY UPDATE

April 10, 2015

UPDATE #15-007

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This update applies to
all retail pharmacies in:

State:

☒ Arizona

Lines of business:

☒ All

**PHARMACY INQUIRIES
ONLY:**

**Claims Processing/
Technical Support**

CVS/caremark
Medicare Part D
Pharmacy Help Desk:
1-888-865-6567*

CVS/caremark
Commercial
Pharmacy Help Desk:
1-800-600-0180*

*For optimal service,
these telephone numbers
are for pharmacy use
only.

MEMBER INQUIRIES:

Refer member inquiries
to the appropriate
Customer Contact Center
telephone number on the
back of the member's
Health Net ID card.

Call CVS/caremark to override medication rejects on after-hours hospital and emergency department discharges

To ensure that Health Net members can access their
medications upon discharge from a hospital or emergency
department **after regular business hours**, please call
CVS/caremark for a reject override.

Health Net has a claims processing agreement in place with
CVS/caremark to override after-hours discharge rejects.

Use the appropriate CVS/caremark telephone number listed in
the column to the left. Or use the Pharmacy Help Line listed on
the back of our members' Health Net ID cards. If you do not have
the member's ID card, call us at 1-800-410-6565 for information.

During regular business hours, call our Customer Contact Center
using the number listed on the member's ID card, or call our
Pharmacy Help Line at 1-800-410-6565.