

## Amendment to 2022 Caremark Provider Manual:

### Section 8. Professional Audits

#### Effective:

Immediately

---

In section **8.05 Supply of Covered Items; Purchase Invoices** of the Provider Manual, the fifth paragraph, including the notification address, is deleted in its entirety and replaced with the following:

“Provider must make available to Caremark Transaction Statements, Transaction History, and Transaction Information and Documentation as part of Caremark’s audits. Provider must fully cooperate with Caremark in audits or in the course of any investigation of suspected or reported violations of this section. Caremark’s audit may involve selecting a date range for aggregate purchase invoice review. Provider’s purchases occurring within the date range of the aggregate purchase invoice review, or thirty (30) days prior thereto, must be sufficient to support the total quantity dispensed by Provider (or provided to Eligible Persons) as reflected in the claims billed to Caremark during the same date range of the aggregate purchase invoice review. Caremark will not consider purchases occurring outside of thirty (30) days prior to the selected date range unless: (1) Provider notifies Caremark in writing of its bulk purchase of a Covered Item no later than twenty-one (21) days after the bulk purchase; and (2) Caremark acknowledges receipt of the bulk purchase notice. Acknowledgement by Caremark of receipt of the bulk purchase notice shall be made in writing for Provider’s records; however, acknowledgement by Caremark alone does not guarantee acceptance of the bulk purchase, which will be reviewed in accordance with the same standards applied to non-bulk purchase invoices in accordance with the terms of the Provider Manual and applicable Law. If Provider has not purchased sufficient Covered Items to substantiate the quantity of claims billed, those claims may be subject to chargeback and other remedial action. If Provider fails to timely provide all the requested Documentation in accordance with this section, one hundred percent (100%) of the amount for the paid claims audited is subject to chargeback and other remedies available to Caremark including, but not limited to, termination of the Agreement.”

Pharmacy network participation varies by plan.

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from CVS Caremark. There are numerous ways you may opt-out: The recipient may call the toll-free number at 877-265-2711 and/or fax the opt-out request to 401-652-0893, at any time, 24 hours a day/7 days a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@cvshealth.com](mailto:do_not_call@cvshealth.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to CVS Caremark to send facsimile advertisements to such person/entity at that particular number. CVS Caremark is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, Caremark pharmacy communications such as new implementation notices, formulary changes, point-of sale issues, network enrollment forms, and amendments to the Provider Manual.

This communication and any attachments may contain confidential information. If you are not the intended recipient, you are hereby notified that you have received this communication in error and that any review, disclosure, dissemination, distribution, or copying of it or its contents, is prohibited. If you have received this communication in error, please notify the sender immediately by telephone and destroy all copies of this communication and any attachments. This communication is a Caremark Document within the meaning of the Provider Manual, and as such is Caremark Confidential Information that must be protected by the Provider and used only as described in the Provider Manual.

**2022 PM Amendment #06**



Notification of bulk purchases may be made by email to: [PharmacyAudit@CVSHealth.com](mailto:PharmacyAudit@CVSHealth.com), or to the following address:

**CVS Caremark**  
**Attn: Bulk Purchase Notification, MC 020**  
**9501 E. Shea Blvd. Scottsdale, AZ 85260”**

The 2022 CVS Caremark Provider Manual, State Addenda, and Amendments are posted on the CVS Caremark Pharmacy Portal (“Pharmacy Portal”). If your pharmacy has not registered to the Pharmacy Portal, please do so. The Pharmacy Portal can be found at: [rxservices.cvscaremark.com](https://rxservices.cvscaremark.com)

Your pharmacy will be prompted to set a unique username and password as part of the initial login process. You also will be prompted to read and agree to the pharmacy portal terms of use.

**Please note:** Detailed pharmacy-specific account information must be entered as part of the initial login process including, but not limited to: pharmacy NCPDP number (seven digits), pharmacy NPI, state license number, DEA number, etc.

For troubleshooting the Pharmacy Portal registration and/or login process only, please email:  
[RxServices@CVSHealth.com](mailto:RxServices@CVSHealth.com)