



# MAC Price Inquiry Process for Puerto Rico

*This form is not for use with Medicare Part D claims*

For MAC price lookup requests and to the extent required by applicable Law, see *options 1-3 below, whichever is applicable*. **Submission of a paid claim by the pharmacy is NOT required for this process.**

## 1. PHARMACIST/PHARMACY EMPLOYEE:

- Please complete the “MAC Price Inquiry Form” located on-line at [www.caremark.com/pharminfo](http://www.caremark.com/pharminfo) or [www.caremark.com](http://www.caremark.com) > For Pharmacists and Medical Professionals (lower left) > Downloadable Forms and Guides
- For other questions, if needed, pharmacies may call the Puerto Rico Pharmacy Help Desk at **1-800-842-7331**; or

## 2. PLAN MEMBER:

- For plan coverage and Patient Pay Amount (co-pay) inquiries, the plan member may call the Customer Care telephone number located on the back of the identification card
- For pharmacy-initiated questions, if needed, pharmacies may call the Puerto Rico Pharmacy Help Desk at **1-800-842-7331**; or

## 3. PRESCRIBER:

- For pharmacy-initiated questions, if needed, pharmacies may call the Puerto Rico Pharmacy Help Desk at **1-800-842-7331**
- For plan coverage and Patient Pay Amount (co-pay) inquiries, the plan member may call the Customer Care telephone number located on the back of the plan member’s identification card
- For commercial drug formulary questions or lists, refer to [www.caremark.com/pharminfo](http://www.caremark.com/pharminfo) or [www.caremark.com](http://www.caremark.com) > For Pharmacists and Medical Professionals (lower left) > Drug Lists
- For any other questions, please call the Puerto Rico Call Center at **1-866-300-3591**

### **REMINDER:**

As an alternative to the MAC Price Inquiry Form request, pharmacies may still submit a test claim through Caremark’s online claim adjudication system to receive a paid response at the point-of-sale. Claims for prescriptions not received by an Eligible Person must be reversed in accordance with the Provider Manual.

**Please note:** MAC prices are subject to change, which can occur at least on a weekly basis, if not more often. MAC price information provided by CVS Caremark is accurate as of the response date. Provider must comply with all applicable Laws regarding the submission of confidential information, including, without limitation, the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).

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