

## COVID-19 CVS Caremark FAQs

As the novel coronavirus (COVID-19) continues to spread, we understand you may have concerns about accessing prescription medications – especially if you or loved ones have a chronic or complex condition. CVS Caremark® is taking steps to protect member access to medication and we encourage you to refill maintenance medications with a 90-day supply or up to the plan maximum.

Here is some additional information about your CVS Caremark pharmacy benefits we hope is useful to you. You may take advantage of:

**Relaxed refill restrictions.** We are temporarily waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. You can now fill maintenance medication prescriptions ahead of schedule.

**Free home delivery.** CVS Pharmacy® has waived charges for home delivery of all prescription medications. The Centers for Disease Control and Prevention (CDC) encourages people at higher risk for COVID-19 complications to stay at home as much as possible, so this convenient option can help you avoid coming to the pharmacy for refills or new maintenance prescriptions. As always, there is no charge for delivery of prescriptions filled by CVS Caremark Mail Service pharmacy, when you choose mail.

Should you choose this option, please see the answers to frequently asked questions that appear below.

In the meantime, how can you protect yourself or others from COVID-19?

Although a vaccine currently is not available to protect against human coronavirus infection, you may be able to reduce your risk of infection by washing your hands often, avoiding touching your eyes, nose, or mouth with unwashed hands, and avoiding close contact with people who are sick.

If you have cold-like symptoms, as a courtesy to your co-workers and others, please remain at home while you are sick.

If you share a work station or equipment with others, consider wiping it down with disinfectant wipes after use.

For information about hand washing, see the CDC's [Clean Hands Save Lives](#) website.

More information on COVID-19 is available at:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

## Free Home Delivery FAQ

**Q Do all CVS Pharmacy® locations offer delivery?**

**A** One to two-day delivery is available at almost all CVS Pharmacy locations. Delivery within hours is currently available in most markets (called "on-demand delivery" at checkout). The options available in your area are displayed during checkout.

**Q Are all prescriptions eligible for delivery?**

**A** No. Controlled substances and medications that require refrigeration cannot be delivered to most locations at this time. Other drug exclusions may apply.

**Q Can I request delivery before a prescription is filled or when I get a refill reminder?**

**A** You can only request to have a prescription delivered when it has been filled and is ready for pickup. You can request delivery by calling the store, selecting a delivery option within the CVS Pharmacy app or through a link via an "order ready" text message.

**Q When will a CVS Pharmacy delivery arrive?**

**A** If you select one to two-day delivery and place your order:

- By 3 p.m. Monday through Thursday: Delivery within one to two days
- By 3 p.m. Friday: Delivery by Monday
- By 2 p.m. Saturday: Delivery by Tuesday
- After 2 p.m. Saturday through Sunday: Delivery by Wednesday. No deliveries on Sunday or courier holidays.
- If you select on-demand delivery within hours, you'll receive your delivery within four hours. Orders must be submitted four hours prior to store closing to receive delivery the same day as order placement.
- For customers in Manhattan, orders must be placed by 11 a.m. for delivery by 4 p.m. and by 4 p.m. for delivery by 8 p.m.
- Delivery may not be available on certain courier holidays.

**Q Does someone need to be home to receive the delivery?**

**A** If you requested one to two-day delivery, you don't need to be home. The delivery will be left in your mailbox or at a safe place at your delivery address. If no safe location is available, the package will be held at the local post office for up to 15 days, and you will need to either call for a redelivery or pick up the package at the post office. After 15 days, prescription orders will be returned to the pharmacy, and you will have to call the pharmacy to have the prescription refilled. Additional delivery fees may apply to redelivery. If your order doesn't arrive as expected, call your local pharmacy.

If you requested on-demand delivery or same-day delivery, you must be home to receive the delivery. If someone isn't home, the courier will return your

prescription order to the pharmacy. Additional delivery fees may apply to redelivery.

**Q Do I need to provide a signature or identification to receive my delivery?**

**A** Only customers receiving same-day delivery in Manhattan will be required to sign for delivery. In some cases, ID will also be required.

**Q Which addresses can I select for delivery?**

**A** Your home or a location of your choice. The delivery address must be in the same state as the pharmacy. In some states, a residential address is required for prescription delivery.

**Q Who will deliver my prescription?**

**A** If you requested one to two-day delivery, CVS Pharmacy uses national delivery services, including the U.S. Postal Service.

If you requested on-demand delivery or same-day delivery, CVS Pharmacy uses local couriers, including Shipt. Couriers have undergone a background screening and special training.

**Q What information will be shared with the courier who will pick up and deliver an order?**

**A** The pharmacy will share your full name, delivery address and phone number with the courier, for delivery purposes only. To protect your privacy, no other personal information or prescription information will be displayed on the tamper-evident delivery packaging or shared with the courier.