

## **Information Regarding Prescriptions:**

During this unprecedented time, it may be more challenging for patients to see their prescribers – either because of decreased availability of appointments or personal concern over exposure. In order to prevent gaps in therapy, CVS Health is extending many clinical prior authorization records – set to expire between March 23 and June 30 – for 90 days. For instance, if a prior authorization is set to expire on May 15, the expiration date will be extended to August 15.

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:

**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.

### **Free Home Delivery FAQ**

#### **Do all CVS Pharmacy locations offer delivery?**

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.

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

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

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

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.

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

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.

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

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.

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

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

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

Select 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.

### **Who will deliver my prescription?**

- 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.

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

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.