

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.

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](https://www.cdc.gov/coronavirus/2019-ncov/about/clean-hands-save-lives.html) 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>

COVID-19 Frequently Asked Questions

Am I at risk for COVID-19 from shipped packages or products?

Although we are still learning about COVID-19 and how it spreads, we don't know for sure that this virus will behave the same way as other coronaviruses. However, we can use the information gained from both of these earlier coronaviruses to guide us.

Coronaviruses are generally thought to be most often spread by respiratory droplets. Currently, there is no evidence to support transmission of COVID-19 associated with imported goods. There have not been any cases of COVID-19 in the United States associated with imported goods. Please see the CDC's [COVID-19 website](#) for the latest information.

Should I be concerned about the country of origin of my medications?

There is no evidence that COVID-19 can be transmitted through goods imported from other countries. Currently, there are no cases of COVID-19 in the United States associated with imported products.

What are the most common symptoms and how can I protect myself and my family?

Common signs of infection include respiratory symptoms, fever, dry cough, shortness of breath and difficulty breathing.

To help prevent the spread of COVID-19, the CDC recommends that you:

- Wash your hands often
- Avoid touching your eyes, nose or mouth
- When you sneeze, cover your nose and mouth with a tissue
- Clean and disinfect surfaces and objects
- Drink plenty of fluids
- Aim for eight hours of sleep each night
- Eat a well-balanced diet

How is COVID-19 spread?

Human coronaviruses are usually spread from an infected person to others through the air by coughing and sneezing and through close personal contact, such as touching or shaking hands.

Is a vaccine for COVID-19 available?

No. A vaccine for this coronavirus is not currently available.

How is this coronavirus diagnosed?

Your health care provider may order laboratory tests on respiratory specimens and serum (part of your blood) to detect human coronaviruses. If you are experiencing symptoms, you should tell your health care provider about any recent travel.

What should I do if I suspect that I or someone else has contracted COVID-19?

Most people with the illness will recover on their own. Although no specific treatments are available for illnesses caused by human coronaviruses, you can take the following actions to help relieve symptoms if you are mildly sick:

- Take pain and fever medications. Ask your pharmacist how they may interact with any medication(s) you currently take. Caution: The CDC and American Academy of Pediatrics recommend that aspirin not be given to children.
- Use a room humidifier or take a hot shower to help ease a sore throat and cough.
- Drink plenty of liquids.
- Stay home and rest.

If you are concerned about your symptoms, please call your local health care provider. Doctors are also available 24/7 by telemedicine to evaluate and treat symptoms, evaluate the risk of infection and triage next steps. Check to see if your plan includes a covered telemedicine offering.

My medication has the potential to weaken my immune system. Should I stop taking it?

If you have questions about the medication(s) you're taking, always ask your doctor or other qualified health providers for advice. Don't stop taking your medication without first asking your doctor.

According to the CDC, if you are at higher risk for serious illness from COVID-19, the actions you take are especially important for reducing your risk of getting sick with the disease. They include:

- Stocking up on supplies
- Taking everyday precautions to keep space between yourself and others
- Limiting close contact with people who are sick
- Washing your hands often

Does getting the flu or pneumonia vaccine reduce an individual's risk of developing COVID-19?

No. But because we currently do not have a treatment for COVID-19, getting available immunizations for other lung infections such as flu, pneumonia and whooping cough is important. This is especially important for people with weakened immune systems or who may have a more serious illness.

Who should be tested for COVID-19?

The CDC recommends that anyone with [symptoms of COVID-19](#); returning from a CDC- designated Level 2 or Level 3 advisory area; or who has been in contact with someone who is suspected or confirmed of having the coronavirus within the last 14 days should be tested.

How can I access COVID-19 testing?

Patients who have concerns that they may have been exposed to COVID-19 or may have symptoms of COVID-19 should contact their health care provider to determine the need for a test. The tests will likely be nasal or pharyngeal swabs that are sent to a laboratory.

CVS Pharmacy COVID-19 Frequently Asked Questions

If I go to my CVS Pharmacy, will I be exposed to people who go there for COVID-19 testing who have or might have the virus?

CVS Pharmacy customers won't be affected by testing sites that will operate at select stores. Testing will take place in secure areas of parking lots – not inside the pharmacy – and individuals being tested will remain in their cars.

How are locations being selected?

Locations are being selected in close coordination with the Trump administration and other companies involved and will be based on the number of tests available and geographic need.

How many CVS Pharmacy locations will offer testing? What are the hours of operation?

We don't expect a large number of locations to initially offer testing. Testing hours may vary by site. CVS Pharmacy will share site-specific information when it's available.

How long will testing be offered?

Testing will be offered as long as there is a need. Sites will be added or closed as appropriate.

Where testing is taking place, will the same CVS Pharmacy services be available?

CVS Pharmacy customers won't be affected by testing sites. People will be able to shop, fill or refill prescriptions and visit MinuteClinic®, where available, with no disruption.

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.

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.

[NOTE TO ACCOUNT OWNERS: Remove this language if not geographically appropriate.]

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?

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.