



**Making sure you have access to an adequate supply of your medications is our priority.**

**At this time, we do not foresee any disruptions to the supply chain as a result of COVID-19 that would affect your ability to fill prescriptions.** Please note that occasional shortages or product recalls that are not related to the virus may happen.

As the coronavirus (COVID-19) pandemic continues to evolve, we understand that you may have questions or concerns. We are closely monitoring the situation, and because things are rapidly changing, we want to keep you informed and update you promptly of any new developments.

### **Pharmacies are considered essential businesses.**

You may be seeing closures of non-essential business in your community, like restaurants, salons and some retail stores. Because pharmacies are considered essential, they are not subject to the same local or state guidelines for other businesses to close or reduce hours. Please note: Pharmacy store hours may be adjusted to restock and sanitize in accordance with COVID-19 guidelines, so check your pharmacy's website for current hours of operation.

### **You can choose home delivery, at no extra cost.**

With the Centers for Disease Control (CDC) recommending that people stay at home, especially those at high risk, we understand that you may not want or be able to visit the pharmacy to pick up your prescription medications. Home delivery is a good option to ensure you have the medications you need.

- **Get 90-day supplies delivered by mail**

You can have your prescriptions delivered to your home or wherever you need them by CVS Caremark Mail Service Pharmacy in 90-day supplies at no extra cost. To get started for you or a family member, you can choose one of the following options:

**OPTION 1:** Ask your doctor to send an electronic prescription (eRx) to CVS Caremark Mail Service Pharmacy. It needs to be a prescription for a 90-day supply of your maintenance medication.

**OPTION 2:** Sign in or register at [Caremark.com](https://www.caremark.com). Select *Prescriptions* from the navigation bar. From the drop-down menu, select *Request a New Prescription*. Search for your drug name and strength, add to your cart by selecting *Request a New Prescription*, and complete your order.

- **Get 1- 2-day free Rx home delivery from CVS Pharmacy**

CVS Pharmacy is waiving charges for home delivery of prescription medications during the COVID-19 outbreak. Visit [CVS.com](https://www.cvs.com) to set up free 1- to 2-day Rx home delivery.

- **Ask your pharmacy about home delivery options**

Many retail pharmacies are offering home delivery service. Check with your pharmacy to find out if they offer home delivery and whether there are delivery fees.

### **Be prepared – Refill on time so you don't run out of medication.**

Check your current medication supply to make sure you have enough on hand. As always, we encourage you to refill your prescription on time.

Many plan sponsors have waived early refill limits on most 30-day prescription maintenance medications at in-network retail pharmacies. If you need an early refill, call your pharmacy and ask if you're eligible to refill your prescription early due to COVID-19.