

**From the desks of Alan Lotvin, MD, President, CVS Caremark and Sree Chaguturu, MD, Chief Medical Officer, CVS Caremark**

Being committed to the welfare of those we serve means being responsive to evolving needs and acting swiftly. This is particularly true in times of uncertainty. As the novel coronavirus (COVID-19) continues to spread, causing anxiety and uncertainty, CVS Health is taking steps to address the outbreak and protect member access to medication. The latest steps we are taking will help ensure patients of all ages have every option available to them when it comes to filling prescriptions.

### **Encourage Members to Refill Maintenance Medications**

We know that access to needed medication is important to you and your plan members during the uncertainty caused by COVID-19. We strongly recommend you take action now to encourage your plan members who have long-term maintenance medications to refill eligible maintenance prescriptions for 90-day supplies, or up to your plan's maximum quantity. Simply encouraging your members to use the plan features you have already provided can go a long way to ensure they stay adherent, even during an emergency.

A majority of our clients have a 90-day prescription benefit for maintenance medications and the option of home delivery from CVS Caremark Mail Service pharmacy with no delivery cost.

### **Relaxing Refill Restrictions**

CVS Caremark is waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. This applies to all plans that have opted to implement the refill-too-soon override and will include all commercial and EGWP covered lives. Relaxing refill-

too-soon limitations allows members to fill maintenance medication prescriptions ahead of their normal fill schedule to ensure members are able to maintain an adequate supply of medication on hand. Account teams will be reaching out to any plan sponsor who has not already opted in and encouraging that they do so to help prevent interruption of medication access.

### **Our Commitment to You and Your Plan Members**

When you are in a position to increase convenience and help provide some peace of mind, you act. As long as COVID-19 continues to pose a threat, we will maintain a relentless focus on how best to serve you and your plan members.