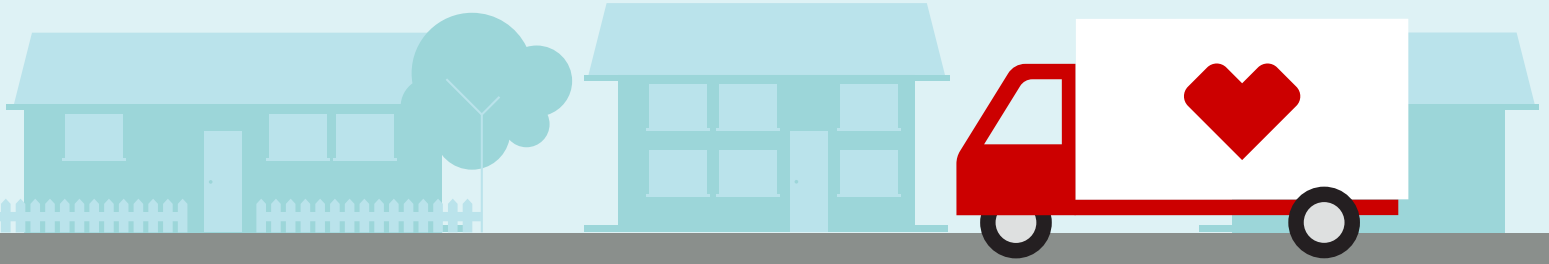


Frequently Asked Questions:

Rx Delivery



This document provides information on Rx Delivery options: On-Demand Deliveryⁱ, 1-2 day deliveryⁱⁱ and where applicable Same-Day Deliveryⁱⁱⁱ.

1. Do all CVS Pharmacy[®] locations offer delivery?

Almost all CVS Pharmacy locations nationwide offer Rx Delivery. Depending on your location, your options are as follows:

- Residents in nationwide locations have the choice of On-Demand Delivery and 1-2 day delivery at a special rate as part of their plan benefit
- In Manhattan, members have access to Same Day Delivery at no extra cost in place of On-Demand Delivery and 1-2 day delivery

Call your local CVS Pharmacy to understand the delivery options that are available to you. Delivery is not available in Puerto Rico.

2. How can I get my medication delivered?

You can place a medication delivery request in the CVS Pharmacy app or by calling your CVS Pharmacy and requesting On-Demand Delivery or 1-2 day delivery of your medications. You can also enroll in SMS notifications at your local CVS Pharmacy. You will receive an SMS notification when your order is ready that directs you to the CVS Pharmacy mobile website where you can place a delivery request.

3. Are all medications eligible for delivery?

Rx Delivery is available for most medications you take regularly (such as high blood pressure or diabetes medications), as well as for those you take for a short time (like antibiotics). However, some medications, such as controlled substances, medications that need refrigeration, and medications that are covered by Medicare Part B, cannot be delivered at this time (additional restrictions may apply).

4. Is there a delivery fee?

Your delivery is provided at a special rate as part of your prescription benefit plan. Whether you order by phone, app, or SMS/mobile web, you will find out what the fee is before payment is made and before your order is confirmed. All delivery fees are per delivery and are the same for all eligible addresses.

5. Which addresses can I select for delivery?

If you live in DC, ID, KY, MA, ME, VT, MS, WA or WV, you must provide a residential address for medication delivery per state regulations.

For On-Demand Delivery in all other states, you can select any delivery address that's within 10 miles of your CVS Pharmacy and as allowed by, and in accordance with, state guidelines and regulations.

For either 1-2 day or On-Demand Delivery, deliveries are not able to pass state lines. Call your local CVS Pharmacy to understand the delivery addresses that are available to you.

6. After I place my delivery order, how long will it take to arrive?

On-Demand Delivery: Your order should arrive within four hours after the order is placed at CVS Pharmacy. Orders must be placed by 4 p.m. or four hours before the pharmacy closes, whichever is earlier. If you place an order after the delivery cut-off time it will be delivered next day.

1-2 day delivery: Orders placed at most locations before 4 p.m. Monday through Thursday will be delivered within one to two days. Orders placed before 4 p.m. on Friday will be delivered by Monday. Orders placed before 3 p.m. on Saturday will be delivered by Tuesday. Orders placed after



Frequently Asked Questions: Rx Delivery

3 p.m. on Saturday and all Sunday orders will be delivered by Wednesday. Different order cut-off times may apply at some locations.

Same-Day Delivery: In Manhattan, Free Same-Day Delivery is offered in place of On-Demand Delivery and 1-2 day delivery. In Manhattan, orders placed Monday-Friday by 11 a.m. will be delivered by 4 p.m., and orders placed by 4 p.m. will arrive by 8 p.m. On Saturdays and Sundays, orders must be placed by 11 a.m. and will arrive by 4 p.m. If you place an order after the delivery cut off time it will be delivered next day.

Prescription fill times, distance, traffic, time of day and weather can affect arrival times. Call your local CVS Pharmacy to understand the delivery options that are available to you.

7. How will I know when my order will arrive?

CVS Pharmacy can send you an email or text message when the courier picks up your order. If you placed your order by phone, the pharmacy technician will provide you with an approximate delivery time.

8. Do I need to be home to receive the delivery?

You do not need to be home for 1-2 day delivery.

However, someone over the age of 18 needs to be home to accept your On-Demand Delivery and Manhattan Same-Day Delivery. If no one is home, the courier will bring your medication back to CVS Pharmacy for security reasons.

9. Do I need to provide a signature or identification to receive my delivery?

For On-Demand and 1-2 day deliveries, you do not need to sign for your Rx Delivery or provide identification. For Same Day deliveries in Manhattan, a signature is required for prescription deliveries, and in some instances ID may be required.

10. How can I be sure that my Personal Health Information (PHI) and Personally Identifiable Information (PII) will be protected if I choose delivery?

Most orders will be prepaid, so CVS Pharmacy only needs to provide your name, delivery address and phone number to your courier or United States Postal Service (USPS). In Manhattan, some orders may not be pre-paid.

Regardless of the delivery offering you choose, all prescription delivery orders will be placed in tamper-evident packages to protect PHI and PII.

11. What information will be shared with the courier who picks up and delivers my order?

Your CVS Pharmacy will share your full name, delivery address and phone number with the courier or USPS for delivery purposes only. To protect patient privacy, no other personal information or prescription information will be displayed on the tamper-evident delivery packaging.

12. Who are the couriers?

CVS Pharmacy uses couriers for On-Demand Delivery and Same-Day Delivery who have undergone a background screening and are trained to handle prescription deliveries.

CVS Pharmacy uses the USPS for 1-2 day delivery.

13. What if there is an issue with my delivered medications? Who should I contact first?

Please contact the CVS Pharmacy that filled your prescription. Your CVS Pharmacy team knows your order best and will be able to help most quickly.

14. What if the tamper-evident packaging has been tampered with, I received the wrong medication, or I need to return my medication for another reason?

If you are concerned about the package delivered to you, contact the CVS Pharmacy that filled your prescription immediately. Your CVS Pharmacy team will address your concerns as quickly as possible.

15. What if I already have prescriptions delivered by mail? Does this change anything?

Rx Delivery does not affect the prescriptions you currently fill through CVS Caremark® Mail Service Pharmacy. If there is a reason that you need your medication quickly, call the Customer Care number on your member ID card to see what options might be available to you.

Please note: If you are currently filling your prescription with CVS Caremark Mail Service Pharmacy and wish to use On-Demand Delivery or 1-2 day delivery, you will need to transfer your prescription to CVS Pharmacy.

ⁱ Most prescriptions eligible for delivery with qualifying health plans. Orders must be placed by 4 p.m. or four hours before pharmacy closing, whichever is earlier, to ensure delivery within same day. Order cut-off times and delivery fees apply. Delivery is limited to certain locations within a 10-mile radius of CVS Pharmacy locations, and as allowed by and in accordance with state guidelines and regulations. Participating locations only. Select non-prescription items only available for delivery when ordering through CVS Pharmacy app. Non-prescription items not available from CVS in Target locations. Either the member or an agent of the member must be present at the delivery address to receive a prescription package. Your delivery is provided at a special rate as part of your prescription benefit plan. You will be notified of the fee before you prepay for your delivery order. Other restrictions apply, see www.cvs.com/RxDelivery or ask pharmacy staff for details.

ⁱⁱ Most prescriptions eligible with qualifying health plans. Delivery period does not include Sundays or USPS holidays. Order cut-off times and delivery fees apply. Select non-prescription items only available for delivery when ordering through CVS Pharmacy app. Non-prescription items not available from CVS in Target locations. Participating locations only. Delivery not available to every address. Delivery prices may vary from store prices. Coupons/promotions may not be available with delivery orders. Other restrictions apply. Ask pharmacy staff for details. Your delivery is provided at a special rate as part of your prescription benefit plan. You will be notified of the fee before you prepay for your delivery order. Other restrictions apply, see www.cvs.com/RxDelivery or ask pharmacy staff for details.

ⁱⁱⁱ Available within one mile of select stores in Manhattan. Most prescriptions eligible with qualifying health plans. Order cut-off times and delivery fees apply. Must be present to accept delivery. Select non-prescription items only available for delivery with prescription orders when ordering through CVS Pharmacy app (excluding from CVS in Target locations). Participating locations only. Delivery not available to every address. Delivery prices may vary from store prices. Coupons/promotions may not be available with delivery orders. Other restrictions apply. Call pharmacy for details.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

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