March 10, 2020

RE: CVS Health announces additional COVID-19 resources focused on patient access

Dear Customers,

CVS Health is taking additional steps across the company to address the COVID-19 outbreak and protect patient access to medication.

Beginning immediately, CVS Pharmacy will waive charges for home delivery of prescription medications. With the Centers for Disease Control and Prevention encouraging people at higher risk for COVID-19 complications to stay at home as much as possible, this is a convenient option to avoid coming to the pharmacy for refills or new prescriptions.

- Building on a recent announcement that COVID-19 diagnostic testing and all telemedicine visits are available with no co-pay, Aetna will now offer 90-day maintenance medication prescriptions for Commercial and Medicare members and is working with state governments to make the same option available to Medicaid members where allowable.

- In addition, Aetna will waive early refill limits on 30-day prescription maintenance medications for all members with pharmacy benefits administered through CVS Caremark.

Please contact your Aetna representative with any questions.

CVS Health Press Release:

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