



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:

<https://cvshealth.com/newsroom/press-releases/cvs-health-announces-additional-covid-19-resources-focused-patient-access>

©2020 Aetna Inc.
95.32.309.1 (3/20)