

CVS Health and COVID-19

Background and Frequently Asked Questions

Background

CVS Health in-house clinicians and our Enterprise Response and Resiliency (ERR) team are closely monitoring the situation. They are in regular contact with the Centers for Disease Control and Prevention and World Health Organization.

CVS Health has implemented multiple levels of response and preparedness efforts, including clinical, infectious disease response, senior leadership and crisis management, as well as a coronavirus steering committee, to fully align all the appropriate business segments on communication, colleagues and continuation of operational and customer needs.

Workforce Preparedness

CVS Health is conducting workforce preparedness activities, including:

- Educating colleagues across the enterprise about the virus so they can better protect themselves and their families – and better assist our customers and plan members.
- Implementing a support system for colleagues who may be exposed to or contract the virus.
- Establishing stricter guidelines for a safe and healthy work environment such as allowing colleagues to work from home when sick.

Business Continuity

CVS Health is executing the following resiliency strategies, including:

- Maintaining an open line of communication between our clients and our pharmacies in the event the virus affects providers.
- Business leaders are prepared to activate business continuity plans to address absenteeism in any critical roles.
- In the event of an epidemic or pandemic affecting pharmacy staff, the business is positioned to shift services to an unaffected pharmacy.
- Procedures are in place to accommodate patients and plan members should they be relocated or quarantined.
- Closely monitoring the global manufacturing environment even though we do not see any disruptions to the supply chain that will affect our ability to fill prescriptions for plan members.
- CVS Health has activated a process to allow for 14-day overrides, when appropriate, for members in areas where a declaration of emergency has been issued. With client authorization, we are able to ease restrictions on the refill of medications to help assist potentially affected members who may be in areas that do not have a formal governor's declaration of emergency.
- Increasing our capacity to move staff to work-at-home arrangements, as needed, to provide support for critical services such as call, claim and clinical services

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- Working closely with vendors to ensure business continuity plans are in place and we are positioned to realign work as needed.
- Liberalizing our policies to reduce barriers to care and comply with local, state and federal government directives.
- Coordinating with providers and network partners to help them focus on patient care.
- Limiting all non-essential domestic and international travel.
- Promoting a healthy workplace and reinforcing preventive measures.
- Partnering with our CVS ERR team to communicate guidance to help employees stay safe and healthy.

Frequently Asked Questions

Q1 How is CVS Health monitoring for emergency declarations in response to COVID-19?

A1 CVS Health has a complex network of threat and event monitoring teams, capabilities and tools to track and evaluate real time events, situations or impacts to the health care system and infrastructure that may affect its ability to provide critical products, services and care to our stakeholder.

Q2 What is the process for activating overrides for emergency refills of medications in response to COVID-19?

A2 When a declaration of emergency is issued, for coronavirus (or other disaster, such as a weather event), we activate a standard process to enable pharmacists to enter disaster overrides at point of sale. Pharmacists are able to enter the appropriate "Submission Clarification Code" (SCC13) to obtain an override, allowing them to fill an emergency script for an impacted member.

Q3 Does CVS Health have any plans to make changes to processes for emergency refills and/or emergency declarations in response to COVID-19?

A3 CVS Health clinical and provider teams have robust continuity plans in place to help ensure we can continue to support our members and customers. We will continue to evaluate and make necessary changes as necessary.

Q4 Are there different processes for emergency refills of controlled substances in response to COVID-19?

A4 All controlled substances are automatically excluded from our standard emergency refill process. A new prescription from the prescriber is required to provide an emergency supply of a controlled substance.

Q5 What steps are in place to activate procedures if supply or drug shortages may become an issue for different states during COVID-19 events?

A5 Given the evolving nature of the COVID-19 outbreak, we will continue to monitor the situation and work with our suppliers to address issues as they arise. We also are working with our suppliers to procure additional weeks of supply for product lines that may have potential to be affected by shortages in the future to help

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ensure optimal customer coverage. We will alert clients to potential disruptions and share our contingency plans to address them.

Q6 How will CVS Health call center locations be affected by COVID-19?

A6 We have a broad geographic footprint by which to service your membership. All the call centers are interconnected through our intelligent call routing platform. In the event of a natural disaster or facility outage in one location, we have the capability of moving that call volume, in near real time, to any other call center within our network. Our Customer Care activity ramps up and down based on seasonal call center volume. Vendor support provides the flexibility to grow, as well as shrink, throughout the course of the year as our call demand goes up and down. We can quickly respond, when needed, to changes in your business that may impact call volume across our network.