



March 5, 2020

Dear Dawnette:

We recognize that the spread of the novel coronavirus (COVID-19) may be causing you, your family and your company considerable uncertainty and anxiety. As a leading health care company, we view the health and safety of our customers, business partners and colleagues as our top priority.

As of March 5, 2020, Governor's Declaration of Public Health Emergency have been issued for Florida, Washington State, California and Hawaii.

We care about the safety of your plan members and the delivery of their medications. We are prepared to help members in affected areas. Customer Care will approve one-time emergency refills of a 14-day supply of medication for affected members in these areas.

As is our standard process when a Declaration of Emergency is issued, impacted members within the emergency area taking specialty medications will be contacted to discuss alternate delivery arrangements if needed. The use of courier services will be engaged as necessary. If an override is needed for a Specialty medication, Specialty operations will contact account management for approval.

Additionally, we have prepared robust resources to help address common questions you and your plan members may have. Visit this website and share it with your plan members as appropriate: <https://www.cvs.com/content/coronavirus>

Please contact me if you have any questions. Members who have questions about a medication delivery should call Customer Care at the toll-free number on their prescription ID card. We recognize that coronavirus (COVID-19) facts are rapidly evolving, we will continue to share new information and updates as they are available.

Thank you,
CVS Health