

# Agent Alert



June 4, 2020

## Update from CVS: Filling prescriptions during store closures

CVS is committed to helping members safely receive their medications in areas affected by civil unrest. To provide members access to the medication(s) while ensuring the safety of customers and employees, CVS Health is taking the following action:

- Many pharmacies offer delivery services. Additionally, CVS stores continue to offer free delivery of prescription medications when deliveries can be made safely. Members can also opt for mail delivery if they prefer.
- CVS Customer Care is prepared to assist members by transferring prescriptions to an alternative pharmacy or mail order.
- When a chain pharmacy is closed, such as Walgreens or CVS, calls and faxes are transferred to a nearby store. If the pharmacy in question is not a chain, CVS Customer Care can assist the member to find an alternative pharmacy. The prescriber will likely need to provide a new prescription to the new pharmacy, which Customer Care may assist with.
- For CVS stores closed for more than one day, CVS is reversing prescriptions from adjudication queues so they can be filled at another location.
- Open CVS stores are increasing staff to ensure there is adequate staffing to meet increased demand.
- For shorter-term closures, individual pharmacies should be contacted for information on their unique situation. They may have a status update on their phone system or a notification on the building store front.
- Members affected by civil unrest who may be displaced from their medication are able to get an emergency supply of medication. They are also able to get up to three (3) 30-day supply refills for most maintenance medications. Pharmacies are able to process these fills through processes at the Point of Sale. Members may contact CVS Customer Care if they would like specifics on their options.

Affected members in emergency areas who are taking specialty medications through CVS Specialty pharmacy will be contacted to discuss alternate delivery arrangements if needed. Courier services will be used as needed.

If you receive questions, advise members to contact customer service.

**Questions? Call a Broker Help Desk**

If you have questions, want to enroll an applicant by phone or help a member make a change, please contact the appropriate agent help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,\* Blue Cross and Blue Shield of Minnesota,\* Blue Cross and Blue Shield of Montana,\* Blue Cross and Blue Shield of Nebraska,\* Blue Cross Blue Shield of North Dakota,\* Wellmark Blue Cross and Blue Shield of South Dakota,\* and Blue Cross Blue Shield of Wyoming.\*

\*Independent licensees of the Blue Cross and Blue Shield Association.