



Dear Diocese of Knoxville

The spread of the new coronavirus (COVID-19) continues to make headlines and cause plan members uncertainty and anxiety. Under the circumstances, refilling medications is a wise precaution. We want to help you ensure your members have access to needed medications, including in emergency situations. CVS Health is taking steps to care for your plan members and help them stay adherent during this outbreak.

Relaxing Refill Restrictions

We are waiving early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. Relaxing refill-too-soon limitations allows members to obtain maintenance medication prescriptions ahead of their normal fill schedule. This applies to all commercial and Medicare Part D plans that have opted to implement the refill-too-soon override. This is being enacted for all clients who have opted in to the Submission Clarification Code 13 (SCC-13). The 30-day early fill override is a temporary process in effect for the current COVID-19 emergency situation.

Encourage Members to Refill Maintenance Medications

We know that access to needed medication is important to you and your plan members during the uncertainty caused by COVID-19. We strongly recommend you take action now to encourage your plan members who have long-term maintenance medications to refill eligible maintenance prescriptions for 90-day supplies, or up to your plan's maximum quantity. Simply encouraging your members to use the plan features you have already provided can go a long way to ensure they stay adherent, even during an emergency.

A majority of our clients have a 90-day prescription benefit for maintenance medications and the option of home delivery from CVS Caremark Mail Service pharmacy with no delivery cost.

Resources are available to help you communicate this to your plan members on your intranet, in emails or through other benefits communication channels available to you. If you are interested in receiving these resources, please let me know.

Free Home Delivery from CVS Pharmacy

Beginning immediately, CVS Pharmacy will waive charges for home delivery of all 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 maintenance prescriptions.

**Our Commitment to You and Your Plan Members**

When you are in a position to increase convenience and help provide some peace of mind, you act. As long as COVID-19 continues to pose a threat, we will maintain a relentless focus on how best to serve you and your plan members.

Please contact me if you have any questions.

Sincerely,

Derek Orton
Account Manager