

CVS Caremark FAQ- MTA New York City Transit Authority

Commercial Customer Care #: 1-855-296-7683

EGWP Customer Care #: 1-855-212-0921

Both Commercial and Silverscript members should use their personal login on **Caremark.com** to access prescription and account information.

COVID-19 CVS Protocols

- CVS Caremark is temporarily waiving the early refill limits on 30-day prescriptions for maintenance medications at any in-network pharmacy. Members can now fill maintenance medications ahead of schedule.
- This pertains to all states in the US
- Members can receive a maximum of three 30-day overrides per maintenance medication. The maximum supply a member would be able to receive is 90 days.
- This override is not available for Specialty medications or controlled substances, but this override *does* include HIV and transplant medications
- Copays will remain the same
- Free home delivery—CVS Pharmacy is waiving charges for mail and home deliveries fees (additional information can be found in the CVS Caremark member-facing resource for COVID-19).
- As of yet, there has not been a significant disruption to drug supplies in pharmacies or manufacturers-- CVS is closely monitoring this situation