

GENERAL PROGRAM INFORMATION

Q. What is the ExtraCare Health Card?

A. The ExtraCare Health Card is a program from CVS Caremark and your employer that gives you 20 percent savings on thousands of regularly-priced CVS/pharmacy Brand health-related items valued at \$1 or more.

Q. What is the difference between my ExtraCare Health Card and the CVS ExtraCare Card?

A. Your ExtraCare Health Card gives you all the benefits of a CVS ExtraCare Card, including special weekly savings and the opportunity to earn Extra Bucks® on purchases and prescriptions.¹ You can earn 2 percent in Extra Bucks on all purchases and one Extra Buck™ for every two prescriptions filled with your ExtraCare Health Card, plus the 20 percent health product savings.

Q. Where can I use my ExtraCare Health Card?

A. Simply present the card at any CVS/pharmacy register to receive your discount. You can also enjoy these savings on all eligible items purchased online at www.CVS.com.



¹ Excludes prescriptions, alcohol, tobacco, lottery, postage stamps, gift cards, money orders, pre-paid cards and photo finishing. Excludes pharmacy items paid for in whole or in part by state and/or federal health care programs. This includes programs such as Medicare and Medicaid. Not valid on prescriptions purchased in New Jersey or New York. In Louisiana, not valid on any prescription for a controlled substance.

² Source: CVS Caremark data, 2009.

Frequently Asked Questions About ExtraCare® Health Card

CVS
CAREMARK

caremark.com

CVS
CAREMARK

Q. Do I have to pay for the card?

A. No. It is provided at no cost to you.

Q. What kind of savings can I expect?

A. The card gives you 20 percent off the already low price of CVS/pharmacy Brand health-related products. You and your family may save hundreds of dollars each year.²

Q. On what products do I receive the 20 percent savings?

A. The card can be used on thousands of CVS/pharmacy Brand health-related items valued at \$1 or more, including cough and cold remedies, pain relief, first aid, vitamins, skin care, baby care, and many more of the items you and your family use every day.

Q. Do the savings apply to only health-related, non-prescription products?

A. Yes. The discount applies only to CVS/pharmacy brand health-related items valued at \$1 or more. Non-health related items and prescriptions are excluded from the program.

Q. If an item is on sale, do I get an additional 20 percent discount?

A. No. The discount applies only to regularly-priced items.

Q. Is there a minimum amount I must spend during each store visit before I can receive the savings?

A. Yes. Savings apply to purchases of \$1 or more.

Q. Will I see the amount I saved on my receipt?

A. Yes. The 20 percent off applies at the time of purchase and you will see the savings listed on your receipt.

Q. What if I forget my card and purchase eligible items? Can the savings be applied retroactively?

A. No. You must present the card at the time of purchase to receive the 20 percent off.

Card Details

Q. Does every family member receive a card?

A. Each household will receive two key tags for the whole family to use. These cards are different from your CVS Caremark benefit ID cards and will be mailed separately.

Q. Is my CVS Caremark ID number printed on the ExtraCare Health Card?

A. No. Your ExtraCare Health Card has its own ID number printed on the card.

Q. Are CVS/pharmacy Brand over-the-counter (OTC) medications equivalent to the brand-name alternatives?

A. All CVS/pharmacy Brand OTC medications contain the same active ingredients and are of the same high quality as national brands. We adhere to the highest standards because safety and quality are our top priorities.

Q. Can you provide an example of the savings for a CVS/pharmacy Brand versus a national brand?

A. Here is a comparison of a CVS/pharmacy Brand vs. national brand product:

Compare		vs.	
Retail Price	\$21.99		\$28.79
20 percent off with card	save \$4.40		-
Final Price	\$17.59*		\$28.79

*Save 40 percent when compared to the national brand price.

Source: Based on CVS data, 2009.

Card Services

Q. Who can I call with questions about the card?

A. Please call the toll-free number on the back of your ExtraCare Health key tag – 1-888-543-5938.

Q. What if I lose my card?

A. When you receive your card, be sure to write down the toll-free phone number on the back and keep it in a safe place. Then, if you lose your card, simply call the number and a new one will be issued.

Q. Does the card expire?

A. If you change employers or prescription benefit plans, or if your plan sponsor changes prescription benefit managers, your card will no longer give you a 20 percent discount on health-related items. However, you can still use it to get the same benefits as a regular CVS ExtraCare Card.

Q. Can I transfer my ExtraCare loyalty program rewards to my ExtraCare Health Card account?

A. Yes. Please call the toll-free number on the back of your ExtraCare Health key tag for questions about the program or to transfer existing ExtraCare loyalty program rewards.

