**ExtraCare+ (CVS Retail Pharmacy)**

[Frequently Asked Questions and Answers](#_Toc208382761)

[Related Documents](#_Toc208382762)

**Description:** Information for the ExtraCare Plus (ExtraCare+) (formerly known as CarePass program) which is a paid membership program offered at the CVS retail pharmacy.

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| Frequently Asked Questions and Answers |

 For full terms and conditions, agents and members can visit [CVS Pharmacy ExtraCare Plus Terms and Conditions](https://www.cvs.com/extracare/plus/terms?icid=ec-overview-faq-plus-benefits).



Refer to as needed:

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| **#** | **Question / Statement** | **Answer / Procedure** |
| **1** | **How much does an ExtraCare+ membership cost?** | **ExtraCare+** membership costs is $5 a month with a monthly membership or $4 a month with an annual membership ($48 a year, a savings of $12 over the monthly membership).  For more details, visit [CVS.com/extracare/home](https://www.cvs.com/extracare/home). |
| **2** | **Can I enroll in ExtraCare+ online?** | **Yes**, can you join **ExtraCare+** online. Please visit [CVS.com/extracare/home](https://www.cvs.com/extracare/home). |
| **3** | **How is ExtraCare+ different from ExtraCare?** | ExtraCare is the way to save at CVS. Our loyalty program is one savings membership with two tiers. Join ExtraCare for FREE and upgrade to **ExtraCare+** with a subscription-based membership. **ExtraCare+** is a paid membership program that brings the best of what we offer to you, to help you save time and money, and care for your family. Whether you are already an ExtraCare member or you join ExtraCare to participate in **ExtraCare+**, you will get all of the savings of ExtraCare, plus the benefits of an ExtraCare**+** membership.  For more details, visit [CVS.com/extracare/home](https://www.cvs.com/extracare/home). |
| **4** | **How do I renew my membership?** | We will automatically renew your monthly membership on your monthly renewal date or your annual membership on your annual renewal date. We will send an email reminder to you before your renewal date. Your renewal payment will be charged to the debit or credit card we have on file for your membership. |
| **5** | **I enrolled in ExtraCare+ in the CVS store. How do I unlock my online ExtraCare+ benefits?** | Welcome to **ExtraCare+**!  If you enrolled at a CVS Pharmacy and used an ExtraCare card that is already linked to your CVS.com account, you are all set! Simply sign in to your account to access your benefits.  If you **do not have a CVS account** or used an ExtraCare card **not yet linked**, follow these steps:   1. **Check your email** for a message from ExtraCare+ with a link to complete your enrollment. 2. **Prepare to provide** the email address and ZIP code you provided in the store.   If you did not receive the email or the link has expired, please contact us at:  Phone: **1-800-SHOP-CVS (1-800-746-7287)**  **Hours of Operation**:   * **Monday through Friday**: 8 am - 8 pm CT * **Saturday & Sunday**: 9 am – 5:30 pm CT * **Closed on major holidays**   **Note:** CVS may update call center hours without a prior notice. |
| **6** | **I have Medicare or Medicaid. Can I join?** | **Yes**. Medicare and Medicaid members can join **ExtraCare+**. Please note that prescriptions covered by Medicare Part B and most Medicaid plans do not qualify for same-day or 1 to 2 day prescription delivery. Medicare enrollment does not affect eligibility for other **ExtraCare+** benefits and rewards.  For more details, visit [CVS.com/extracare/home](https://www.cvs.com/extracare/home). |
| **7** | **I need to purchase some non-Rx items at the same time that I refill my prescriptions online, can I get those shipped at the same time?** | For full details on delivery options and eligibility, please refer to [CVS.com/content/delivery](https://www.cvs.com/content/delivery). |
| **8** | **How do I cancel my membership?** | If you have attached your ExtraCare card to your CVS account, you can cancel your membership online **or** you may call **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 am CT, Saturday & Sunday 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. **ExtraCare+** memberships cannot be canceled or refunded in store.Unless you cancel at least three days before renewal date, membership will automatically renew and you authorize us without notice, except where required by law, to charge the payment method on file to collect applicable fees and taxes. |
| **9** | **Can I get a refund?** | There are no refunds for monthly or annual membership fees after the recurring charge is processed. No refunds are provided for cancelation during the initial month of membership. When you cancel, you will still retain your benefits until the end of your benefit cycle. Find details or cancel online or call us **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 pm CT, Saturday & Sunday 9 am – 5:30 pm CT. Closed major holidays.Please note,CVS reserves the right to change call center hours without notification. ExtraCare Plus memberships cannot be canceled or refunded in store. |
| **10** | **Does retail have a Customer Care Call Center related to ExtraCare+?** | **Yes**, call **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 pm CT, Saturday & Sunday 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **11** | **Is ExtraCare+ connected to the red card (CVS Pharmacy retail card)?** | **Yes**, **ExtraCare+** is directly connected to the CVS ExtraCare (red pharmacy) card.  **How They Relate:**  **CVS ExtraCare (Free Tier)**   * This is the standard, no-cost loyalty program.   **ExtraCare Plus (ExtraCare+) (Paid Tier)**   * Formerly known as CarePass, this was rebranded in 2024 to **ExtraCare Plus**. * It includes all the benefits of the free ExtraCare program, plus additional benefits.   **How They Work Together:**   * You must have an ExtraCare account to enroll in **ExtraCare+**. * **ExtraCare+** is essentially an upgrade to your existing ExtraCare membership. * All rewards and perks are tied to your ExtraCare card/account, whether you are using the free or paid tier. |
| **12** | **Where will I see the purchase credit given to the ExtraCare+ member each month?** | It is added to your ExtraCare card. For information about your accumulated credits, please check your CVS Pharmacy receipt, the CVS Health app or call **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 pm CT, Saturday & Sunday 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **13** | **What company name will show up on my bank/credit card statement?** | CVS ExtraCare |
| **14** | **Is ExtraCare+ available to everyone?** | Membership is limited or unavailable in some states. Exclusions apply.  **Note:** Review [CVS Pharmacy ExtraCare Plus Terms and Conditions](https://www.cvs.com/extracare/plus/terms?icid=ec-overview-faq-plus-benefits) for details.  Please note, although **ExtraCare+** is a separate program, you will need an active ExtraCare card to join **ExtraCare+** and use your **ExtraCare+** benefits. If you are already an ExtraCare member, you can sign up easily in store, online or as part of your enrollment in **ExtraCare+**. |
| **15** | **If a member is experiencing issues placing or managing orders through the CVS online portal…** | Advise the member that for questions or comments including orders and prescription management, call **1-888-607-4CVS (1-888-607-4287)**, Monday - Friday 7:30 am – 6pm CT, Sat. & Sun. 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **16** | **If a member reports they are not receiving their monthly credit…** | Advise the member that for questions or comments including member updates, rewards card, program information and ExtraBucks Rewards, call **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 pm CT, Saturday & Sunday 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **17** | **If a member is unable to log into their CVS account…** | Advise the member that for questions or comments including user account and password issues, call **1-888-607-4CVS (1-888-607-4287)**, Monday - Friday 7:30 am – 6 pm CT, Sat. & Sun. 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **18** | **If a member has questions about their ExtraCare+ benefits…** | Advise the member that for questions or comments including member updates, rewards card, program information and ExtraBucks Rewards, call **1-800-SHOP-CVS (1-800-746-7287)**, Monday-Friday 8 am – 8 pm CT, Saturday & Sunday 9 am – 5:30 pm CT. The call center is closed on major holidays, and CVS reserves the right to change operating hours without prior notice. |
| **19** | **What are the benefits for ExtraCare+?** | In addition to all of the benefits of ExtraCare, here are a few ways **ExtraCare+** helps make it easier to take care of yourself and your family:   * FREE same-day delivery\* * FREE shipping, FREE delivery of qualifying prescriptions through the United States Postal Service (USPS)\* * FREE same-day Rx delivery from select pharmacy locations\* * 20% off eligible CVS Health brand products in store and online\* * 24/7 Pharmacy Helpline – a dedicated pharmacy team ready to answer your prescription questions, check for potential Rx savings and more\* * Get a $10 monthly bonus reward as a thank you\*   \* For more details, visit [CVS.com/extracare/home](https://www.cvs.com/extracare/home). |
| **20** | **For additional questions related to ExtraCare+…** | **CVS Pharmacy ExtraCare+ Support Information**  Advise members that they can:   * Review the [CVS.com/extracare/home](https://www.cvs.com/extracare/home) online * Contact a local CVS Pharmacy for more information * Call **1-800-SHOP-CVS (1-800-746-7287)** for assistance   **Hours of Operation:**   * **Monday through Friday**: 8 am – 8 pm CT * **Saturday and Sunday**: 9 am – 5:30 pm CT * **Closed on major holidays**   **Note:** CVS reserves the right to change operating hours without a prior notice. |

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| **Related Documents** |

[Customer Care Abbreviations and Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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