# PeopleSafe - ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process

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**Description:** ExtraCare Health Benefit (ECHB) procedures on how to request a replacement, terminate this benefit, transfer points, linking health benefit to red card and resolving system errors including the discontinuation of the ECHB program for certain client members. It includes information related to the sunsetting of the ECHB.

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| High Level Process (HLP Guide) | |
| 1. [**Determine**](#DeterminetheMembersNeed) **the members’ need and process the request.**  * [Terminate](#_ExtraCare_Health_Benefit) * [Replacement](#_ExtraCare_Health_Benefit) * [Transfer Points](#_Transferring_Points_between) * [Link Health Benefit to Red Card](#_Linking_ExtraCare_Health) * [ExtraCare Card request](#_ExtraCare_Card_Request) * [Questions and Answers for ExtraCare Cards (Red) and ExtraCare Health Benefit Pharmacy](#_ExtraCare_Cards_(Red)) | The ExtraCare Health White Cards and Plastic key fobs are no longer offered but remain valid for use however the ExtraCare Health benefit needs to be linked to an ExtraCare CVS Retail Pharmacy (red) card.  This product is offered to some PBM clients.  ExtraCare Health Card (red) issuance for a non-PBM client member call, then direct them or cold transfer to **1-800-746-7287 (SHOP-CVS)** for assistance. |
| 1. [**Determine**](#Determinethestatusoftherequest) **the status of the request.** 2. [**Educate**](#EducateMemberonTurnaroundandwhattoexpect) **member on turnaround time and what to expect.** | **ExtraCare Health Benefit:** It provides 20% off thousands of regularly priced CVS Health Brand health-related items, not included in any active promotions, valued of at least $1.00 or more such as pain relievers, allergy, cough and cold remedies, heartburn and stomach remedies, vitamins, first aid, baby care and more at our CVS Retail Pharmacy stores.  **Note:** This program is being discontinued for some clients. Refer to [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914).  This program does not include the retail pharmacy inside of Target. |
|  | The ExtraCare **Health** Benefit cannot be linked on our Mail Order web portal, members can only link these cards through the landing page url: <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD> |
|  | For Non Members or plan that do not offer the ExtraCare Health Benefit program, they can still obtain an ExtraCare CVS Retail Pharmacy card to take advantage of the standard benefits such as ExtraBucks at our local retail pharmacy stores or refer to [CarePass (020482)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=021dd44c-2576-4289-b194-4f5f38167c41) as a possible alternative. |
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| ExtraCare Health Benefit Terminate or Replacement for Lost Card |

The ExtraCare Health Benefit is offered to clients that have a managed pharmacy network, Maintenance Choice and/or a Managed pharmacy network in place. Follow the steps below:

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| **Step** | **Action** | |
| **1** | [Search and locate (027257)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=57660ff2-9cac-4009-8267-7231e754b512) the member in PeopleSafe.  If the member is serviced by a dedicated team and you are not trained for the dedicated team, refer to [Compass and PeopleSafe - Transferring Calls to Dedicated Client Teams (062992)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c87518d-83f5-4884-8631-1f427b77da7d). | |
| **2** | Determine the members’ need and process the request: | |
| **If to…** | **Then…** |
| **Replacement**  (This option will cancel the current red card and health benefit then the member will receive new information via email or mail on howto activate their benefit) | Proceed to step 3. |
| **Terminate**  (Would only be used when the member does not want to receive any discounted benefits as part of the client’s benefits with us).  Not used for Lost Cards, refer to Replacement. | 1. Select the **Order Card kit** button from the Main screen then select **ExtraCare Health Card - Terminate Card** button and click the **Save** button.   **Result:** Message displays: Item request saved. Once the Save Button is selected, the Status of the request changes to Pending.   1. Notify the member that the card has been terminated.   **Reminder:** If the member wishes to reinstate this benefit, refer to [Replacement.](#_ExtraCare_Health_Benefit)  [Return to HLP Guide](#_High_Level_Process_1) |
| **3** | Determine how the member wishes to have their card replaced. | |
| **If the member…** | **Then…** |
| **Wants Most Efficient method:**  Use the CVS Retail Pharmacy App via their cell phone or other similar devices. | 1. Ask member to locate, download and open the CVS Retail Pharmacy Digital application. 2. Instruct member to tap on the **My Account** icon (bottom right side of screen) and select **Link or Enroll your ExtraCard**.      1. Member will input the ExtraCare Health Benefit card number into the CVS Pharmacy Retail App.  * If the member needs the white card benefit number,refer to [Transfer Points between Existing ExtraCare Health Benefits & ExtraCare Cards](#_Transferring_Points_between), steps 1 thru 3. The card benefit/number displays. Document the number and provide to the member.      1. Member selects **Link Card**.   **Result:** A barcode displays to use in the same way as a physical card.  This prevents members from losing any accumulated points that may have accrued on their white card benefit.  **Note:** Updates to personal information such as the address and telephone can be made on the CVS website.  [Return to HLP Guide](#_High_Level_Process_1) |
| **A “New” Member received a letter from us explaining their benefit and they want a Red (Retail Pharmacy) Card without waiting.** | Advise them to visit one of our CVS retail pharmacy stores to receive the red card.  **Notes:**   * The retail pharmacy is unable to link the red card to the ECHB. * The red card will not be connected to the ExtraCare Health Benefit until the member goes to the activation landing page: <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD> * Once issued, the member will need to wait 1 (one) business day and then connect the ExtraCare Health Benefit to the Red card by following the URL to link their newly issued red card to their ExtraCare Health Benefit * Refer to [Linking ExtraCare Health Benefits to the ExtraCare Card.](#_Linking_ExtraCare_Health)   [Return to HLP Guide](#_High_Level_Process_1) |
| **Is adamant about receiving a paper-based card.**  **Or**  **Member is concerned about losing points on their card.** | 1. Obtain the white card benefit number**,** refer to [Transfer Points between Existing ExtraCare Health Benefits & ExtraCare Cards](#_Transferring_Points_between), steps 1 thru 3.   **Result:** The card number displays.   1. Document the number and provide to the member then notify the member that they will need to provide this number to the ExtraCare Card team where the call will be transferred. 2. [Cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the caller to **1-800-SHOP-CVS** (**1-800-746-7287**).     **Note:** White cards are no longer issued. We can retrigger the ExtraCare Health Benefit and then they will be able to link it to their red card.  **Result:** An ExtraCare (red) card will be issued linked to their ExtraCare Health Benefits within 6 weeks.  [Return to HLP Guide](#_High_Level_Process_1) |
| **Member does not want to provide an email address.** | Determine if member has the red (CVS Retail Pharmacy ExtraCare Card).   * If not, advise them to visit one of our CVS retail pharmacy stores to receive the red card. * Ifyes,member will need to attempt to connect the ECHB to the red card. Refer to [Linking ExtraCare Health Benefits to the ExtraCare Card.](#_Linking_ExtraCare_Health) If unsuccessful, notify a supervisor to open a ticket with the IT Service Center HelpDesk (found on Heartbeat).   **Notes:** The CVS Retail Pharmacy is unable to link the red card to the ECHB. Once issued, the member will wait 1 business day and then connect the ECHB to the Extra Care (red) card by following the URL from the communication they received. Refer to [Linking ExtraCare Health Benefits to the ExtraCare Card.](#_Linking_ExtraCare_Health)  [Return to HLP Guide](#_High_Level_Process_1) |
| **Replace ExtraCare Health Benefit to link to red card.** | * If the member does not ask about the points, continue to next step. * If the member asks about their points, then: * Obtain the ExtraCare Health Benefit card number,refer to [Transfer Points between Existing ExtraCare Health Benefits & ExtraCare Cards](#_Transferring_Points_between), steps 1 thru 3. The card number displays. * Document the number and provide to the member then notify the member that they will need to provide this number to the ExtraCare Card team where the call will be transferred. * Cold transfer the caller to the ExtraCare team at **1-800-746-7287.**   [Return to HLP Guide](#_High_Level_Process_1) |
| **4** | Determine if there is an Email Address on file for the primary member.     * If yes, continue to next step. * If no, click on **Change Contact Info** button. Add the [physical and email addresses (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) (can only be updated by the primary member or Power of Attorney), select **Save** and then click on the **Home** button to return the Main screen.     **Note:** When a member has selected “Don’t Ask for E-mail Address,” try to connect the benefit on their behalf. Refer to [Linking ExtraCare Health Benefits to the ExtraCare Card.](#_Linking_ExtraCare_Health) | |
| **5** | Select the **Order Card kit** button from the Main screen.     * If receive the below error and the member is still active: Network and ExtraCare Health Cards are not available for this client, refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued) for additional information. | |
| **6** | 1. Select the appropriate reason for the ExtraCare Health Benefit.   Options include:   * Digital ExtraCare Health Benefit (Creates a communication to the member providing them with the HealthCare benefit number and instructs them how to link this number to the CVS red card) * Terminate ExtraCare Health Benefit     Current Configurations for ECHB field will be different based on several factors:   * Email Only: ExtraCare Health Benefit information is sent via email. * Send Print Mailer if no email found: ExtraCare Health Benefit Information is sent via mail if there is no email on file. * Send Print Mailer Only: ExtraCare Health Benefit Information is sent via mail only. * Client-Managed Member Communication: ExtraCare Health Benefit information is sent by the client.   **White Card**: Clients with members who received a white ExtraCare Health Benefit card can continue to use the white card; however, white card replacements cannot be reordered.     1. To attach the benefit for one of the client members listed above, refer to and complete one of the following: [CVS Pharmacy Retail App](#CVSPharmacyRetailApp) process or [Transferring Calls to Dedicated Client Teams (062992)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c87518d-83f5-4884-8631-1f427b77da7d) if applicable. If the member is not part of a dedicated team, [cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to the ExtraCare Card team (**1-800-746-7287**) to obtain a new red card. | |
| **7** | Click the **Save** button.  **Result:** Message displays: Item request saved.  Once the Save Button is selected, the Status of the request status changes to Pending.    **Database Execution Failed Error Message:**  This indicates you are selecting an option when the member never had a white card issued.  **To determine if a white (benefit) card was issued:**   * Select the **Main Screen** button. * Select **Order Card.** * Select **Transfer ECH Points** (lower left side of screen next to Update Address).   **Note:** If this option does not display, this indicates the white card/benefits were never issued).    **Error Message:** Select A Label Type  **To Correct:** Click **OK** then complete step 4 beginning with If No, click on **Change Contact Info** button and continue thru step 7 in this section. | |
| **8** | Determine the status of the request by clicking on the **Status** hyperlink and a pop-up box displays.  **Note:** A variety of other status may display, refer to [ECHB Status Messages](#_Status_of_ECHB).[Return to HLP Guide](#_High_Level_Process_1) | |
| **9** | Educate member on turnaround and what to expect by completing the following:   1. Notify the member that they will receive an email within two business days with a Web hyperlink asking them to connect their ExtraCare Health Benefit to the ExtraCare Card to receive their benefits.   **Note:** The member will have 2 (two) business days following receipt to access the website and connect their ECHB to the red card. If the member fails to access the website and connect their benefits within this time frame, they will contact Commercial Care for a replacement of the card benefit, begin at step 7 and continue thru to the end of this step.  **Mailer (Email and Mail) Information:**   * Our mailer is printed and sent from Fiserv. It includes the URL address, **listed as** bit.ly/extracarehealth on the mailer. When the member types in the URL, it redirects them to <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD>. It is available 24 hours a day/ 7 days a week unless system enhancements are occurring. * It includes a unique ExtraCare Health Member ID (white card number). To locate, refer to [Transferring Points.](#_Transferring_Points_between) * Benefits can be linked to an existing or new ExtraCare card that they obtain online. If obtained online, the member can print the ExtraCare card on their home printer. * Members need Internet access (home or at a community facility such as a library) to link their benefit one time using a computer or mobile device.   + If the member does not have either of these options; refer to [Linking ExtraCare Health Benefits to the ExtraCare Card.](#_Linking_ExtraCare_Health)   **Email Example:** (Members receive a personalized email that outlines the simple, three-step process to link the discount to their ExtraCare account).   * The email is embedded with the ECH website hyperlink. * Once members click on the hyperlink and provide the personal information requested to validate eligibility, they can link their ExtraCare Health Benefit to the ExtraCare card. * Need Help when online, refer to the phone number listed below the Activate Savings button when online.     **Paper Mailer Example:**    [Return to HLP Guide](#_High_Level_Process_1) | |

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| ECHB Status Messages |

Once an addition or replacement of the ExtraCare Health Benefit is input, a status of the request will display. To review the status, click on the hyperlink and a pop-up box display with additional detail.

Refer to status below and respond as appropriate:

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| **If the status indicates…** | **Then…** |
| ADHOC PENDIN | An ad hoc print mailer is pending with the vendor |
| CANCELLED | Request was cancelled prior to submission to vendor. |
| CLT MANAGED | Members that belong to a client/carrier who manages the communicaton have already activated their benefit and linked to an ExtraCare (red) card. |
| CLT MANAGE COMM | Communications relating to the ExtraCare Health Benefit are managed by the client. |
| SENT TO VENDOR | A print mailer request was sent to the vendor. The mailing is in process and will be sent to the primary member’s address.  **Note:** The mailer will be sent to the address listed on this screen if the member were to receive in the mail, however only new clients that have approved mailers will have this option. All others will require the email to be sent out.  **Example:** |
| CARD REGISTERED | Member was notified of the ExtraCare HealthCare benefit via email and the member has activated their ExtraCare Health Benefit and linked it to an ExtraCare red card. |
| EMAIL SUBMITTED | Request was sent to email vendor who will send the member the ExtraCare Health Benefit email. It will be at least two days before the email is sent to the member.  **Example:**     * If the member indicates they never received the email and Email Submitted displays as the Status; order the card again. Refer to [ExtraCare Health Benefit Terminate or Replacement for Lost Card](#_ExtraCare_Health_Benefit).   **Note:** The first request will be cancelled, and the new request will process within 2 (two) business days. |
| EMAIL SUCCESS | Member received the email.  **Note:** If the member never opens or deletes their email, it will remain in this status. |
| PENDING | This means that the ExtraCare Health Benefit was entered into the system and the request is being processed. |
| MAILED | This is the legacy ExtraCare white card holders (prior to 2021). This means the vendor sent a white card to the member. |
| EMAIL UNDELIVER | The email we have on file is not working/invalid. Update the primary member’s physical and email address. |
| EMAIL MISSING | No email address is on file for the member. Update the primary member’s physical and email address. |
| WELCOME KIT SENT | Welcome Kit was sent to the member which includes an insert for the member to visit the ExtraCare Health Benefit website.  **Example**: In this illustration; a Welcome Kit was sent however it was never linked to the red card.   * If the member indicates that they did not receive their Welcome Kit, refer to obtaining the [ExtraCare Health Benefit ID number](#WhiteCardBenefitIDNumber) and refer to [Linking ExtraCare Health Benefits to the ExtraCare Card](#_Linking_ExtraCare_Health)**.** |
| CARD TERMINATED | The card has been closed (terminated) and cannot be used.   * If the member is requesting an ExtraCare Health Benefit card, a new one would need to be ordered if the member is still eligible for the benefit.   **Determine if member has the red (CVS Retail Pharmacy ExtraCare Card).**   * If member does not have a (red) ExtraCare Card, advise them to visit one of our CVS retail pharmacy stores to receive the red card.     **Notes:**   * The retail pharmacy is unable to link the red card to the ECHB. * Once issued, the member will wait 1 (one) business day and then be able to connect the ECHB to the Red card by following the URL to link their newly issued red card to their ECHB Benefits.   Refer to [Linking ExtraCare Health Benefits to the ExtraCare Card](#_Linking_ExtraCare_Health). If unsuccessful, notify a supervisor to open a ticket with the IT Service Center HelpDesk. |
| MAILER LINKED | The member was sent a print mailer by the vendor and the member has activated their ExtraCare Health Benefit and linked it to an ExtraCare red card. |
| SENT WHITE CARD | White card was sent to member.  **Note:** This was prior to 2021. As of 2021 No new white cards are being sent. |
| WEL KIT LINKED | The member was sent ExtraCare Health Benefit information in their Welcome Kit and the member has activated their ExtraCare Health Benefit and linked it to an ExtraCare red card. |
| PROCESSING | The print vendor is processing the ExtraCare Health Benefit mailing. |
| MAILER SENT | The print vendor has mailed the ExtraCare Health Benefit print mailer to the member. |
| SUBMITTED | This isfor the legacy white card (prior to 2021). A request to print a white card was sent to the vendor. |

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| Linking ExtraCare Health Benefits to the ExtraCare Card |

The member cannot use their Insurance (Caremark Client ID) card to link the ExtraCare card benefits. The CVS Caremark Prescription card is different than the ExtraCare Card.



Perform the steps below:

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| **Step** | **Action** | |
| **1** | Assist with Adding the ExtraCare Health Benefits to the ExtraCare card.  Ask the member to open the email they received and click **Activate savings.**    **Result:** The ExtraCare Health website displays.   * If the member does not have the email, provide them with this URL: <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD>). * If the member is not able to go online, navigate to the URLand click on **Start Linking Benefit** then continue to the next step on behalf of the member. | |
| **2** | 1. Member will complete the required fields.  * First and Last Name * Find Benefit Using: Date of Birth or Member number   **Note:** The member can use the ExtraCare Health Member ID included in their email or mailer or use the member number provided by their employer/health plan. The Member ID mentioned here is NOT the Member ID card for their Health/Prescription Benefits from their Insurance Company. It is a separate number that Identifies their ExtraCare card.   1. Click Find My Benefit.   After five searches, the member will be blocked for 30 minutes then they can try again.   * If the member cannot make this work. Apologize for the inconvenience and determine if the program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) and if so refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued). If the Client is not on this list, perform the setup for the member.     **Result:** Message displays, Success. We found your benefit.     * If the member receives a message stating, “The benefit has expired,” review eligibility of member in PeopleSafe for the HealthCare benefit. If it displays and the benefit will not link, open an IT ECHC service request ticket providing the following information and then create an email to Charlotte Chinnery with the following information: * Client/Plan Name * Client Carrier/Carrier Account Group ID * Member Name * Member Date of Birth * Member Address * ExtraCare Card number (If known)   **Result:** Charlotte Chinnery will follow up with an email to the requestor once IT resolves the issue. | |
| **3** | Review the street address, zip code and email address to ensure the correct benefit was found.   * If yes, click on **Continue** then proceed to the next step. * If not, click on **Go Back** and perform Search again. | |
| **4** | Member will complete the required fields. | |
| **If the ExtraCare Health Card…** | **Then…** |
| Number is Known | 1. Type the number into the ExtraCare Health Benefit number field then type the member’s last name and select **Find My Card**.   **Result:** Card including last name was found and the message displays: Great, we found your card.   1. Click on the Agree to Policy.      1. Click on Link Benefit.   **Result:** An “All Set” message displays when successfully linked. The entire transaction is confirmed when completed.    **Note:** There is also an option to **Start Shopping**.  **Result:** Displays the CVS Pharmacy web screen. |
| Number Is Not Known | 1. Select **Contact Information** from the drop-down box then complete the required fields and select **Find My Card**.   **Note:** For this to search properly, the last name, email address, phone number and zip code must match the primary member information on PeopleSafe.     1. Verify that this is the correct card.  * If yes, click on the **Agree to policy**. * If not, click **Continue** then proceed to Step 5.      1. Click on **Link Benefit**.  * If unable to find the member’s card information, proceed to Step 5. |
| Last Name does not match in the system to the ExtraCare Card number. | Upon selecting **Find My Card**, a message displays: We cannot find your card.  **Note:** This happens when a name has been changed.   * If the last name does not match, it will need to be updated in PeopleSafe then a new ExtraCare card will need to be ordered by calling the ExtraCare card team at **1-800-746-7287.** |
| **5** | Search by using 3 of 4 indicators (Last Name, Email, Phone number and/or zip code) then click on **Find My Card** and then proceed to the next step.  **Notes:**   * If the program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914). Refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued). If the Client is not this list, continue to the next bulleted process below. * If the system is unable to find the 3 of the 4 matches and there is an existing phone number on file, it will display possible matches. * Click on the radio button to the left of the information that matches your name.   **Note:** Some members may have multiple cards issued to them. They need to select the profile with the most recent Last Transaction date. | |
| **6** | 1. Click on the Privacy Policy hyperlink. 2. Read and select the box to the left of the Privacy Policy then click Link Benefit.  * If they do not have an ExtraCare card, complete the following: * Select the hyperlink for **Get a new ExtraCare card**. * Input first and last name, email address and phone number. * Read and click on the **Privacy Agreement** and **Privacy Policy** hyperlinks. * Select the **box** to the left of the Privacy Agreement and Privacy Policy then click **Get ExtraCare.**   `   * If you receive an error stating "The benefit connected to the following information is from a physical ExtraCare Health card and cannot be linked to an ExtraCare card (data partially hidden for security)." This means that we do not allow existing white (benefit) cards to be attach to their red card digitally. Anyone in this situation can and should continue to use their white card. * If they have lost their white card, we will cancel the existing card and retrigger a new benefit, which will be digitally enabled. | |
| **7** | Great, we found your card.   1. Click on the Agree to Policy.      1. Click on Link Benefit.   **Result:** An “All Set” message displays when successfully linked. The entire transaction is confirmed when completed. There is an option to Start Shopping.    **Result:** Displays the CVS Pharmacy web screen.  **Error Message:** If the ExtraCare (red) Card has been previously linked to an ExtraCare Health Benefit, an error message displays: We cannot link that benefit. | |

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| Transfer Points Between Existing ExtraCare Health Benefits & ExtraCare Cards |

This functionality works for transferring ExtraCare Health Benefit (white cards) to existing ECHB white cards and for transferring to the (red) Retail card.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Access the PeopleSafe Main screen and click on the **Order Card** kit button.    **Result:** Order Kit Card screen displays the Balance Transfer button only if the member has an ExtraCare Health Card (ECHC) and is eligible.   * If receive the below error and the member is still active: Network and ExtraCare Health Cards are not available for this client, refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued) for additional information. |
| **2** | Click on **Transfer Points** button (bottom left side of screen) then type the **13-digit numeric number** from the member’s existing card in the **“From”** field.  **Note:** If the **“To Card”** field is not automatically populated, ask the member for the number on their new ECHC card and type it there. |
| **3** | Click the **Transfer Points** button.  **Result:** The ECHC – Balance Transfer screen displays the message “Save was successful.”   * If receive an error transferring a white-to-white benefit, refer to [Resolving System Error when Transferring ExtraCare Health Benefit (White Card) Points to Existing ECHB (White Card).](#_Resolving_System_Error) * If receive an error transferring a white benefit to a red card, Apologize for the inconvenience and determine if the program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) and if so refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued). If the client member is not listed, then [cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to **1-800-746-7287** ExtraCare Team. |

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| Resolving System Error when Transferring ExtraCare Health Benefit (White Card) Points to Existing ECHB (White Card) |

Perform the steps below:

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| **Step** | **Action** |
| **1** | 1. Apologize for the inconvenience and determine if the program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) and if so refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued). 2. In PeopleSafe, click on the **Resolution Manager (New)** navigational tab.   **Note:** The following Resolution Manager Task must be utilized when the Balance Transfer Screen does not display the “Processing Complete” message box (System Time Out), or a reject message displays.     1. Add the following options:  * **Task Category:** Customer Care Internal Process * **Task Type:** ECHC Transfer Points * **Queue:** CC Internal Research/Richardson |
| **2** | 1. Select **System Timeout** in the Reason for Transfer field.   **Note:** This reason is chosen for any issue related to points not being able to be transferred.   1. Add the ECHB (white card) number provided by the member in the “From Card” field then add the ExtraCare (red card) number provided by the member in the “To Card” field. |
| **3** | Verify the demographic information in the following required fields and make changes as necessary:   * Member Address * City * State * Zip Code * Member Area Code * Phone |
| **4** | 1. Add the following Note: “Unable to transfer points via automation.” 2. Click **Save and Clear.** 3. Provide member with task number and educate them about up to the 3-business day turnaround in regard to the transfer of their points. |

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| Questions and Answers for ExtraCare Cards (Red) and ExtraCare Health Benefit |

The ExtraCare (red) Card is offered to anyone who shops at our CVS Retail Pharmacy Stores, CVS app or at our CVS website. Refer to the Questions and Answers below for additional program information.

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| **#** | **Question/Statement** | **Answer** |
| **1** | **Where can I get a new or replacement red ExtraCare CVS Retail Pharmacy card?** | They can be obtained at our local CVS retail Pharmacies or at our CVS web portal. If the member utilizes the CVS app, they will no longer need the card.   * If the CVS app is being set up for the first time, order the benefit for the member in PeopleSafe if they are eligible. Notify the member that they will receive an email within two business days with the benefit number. They can then connect the benefit to the [CVS Pharmacy Retail App](#CVSPharmacyRetailApp). |
| **2** | **Who could I speak to about ExtraCare program, such as ExtraBucks, clip-free coupons, and current account balance?** | This product is offered to some PBM clients. If a non-PBM client member calls, direct them to **1-800-SHOP-CVS (1-800-746-7287)**, Advise the member that the system prompts them to provide the reason for their call in a few words. Advise the member to state “ExtraCare Card.” Once this occurs, verbal prompts will be provided by the system. **Hours of Operation:**   * Monday – Friday 7 am to 9 pm CT * Saturday and Sunday 9 am to 5:30 pm CT * Closed major holidays. |
| **3** | **I found an ExtraCare card or key fob that does not belong to me, what should I do with it?** | Drop off at any of our CVS retail pharmacy locations **or** Mail to CVS Health, One CVS Drive Woonsocket, RI 02895 Attn: ExtraCare Department. |
| **4** | **I found an old ExtraCare card or key fob that belongs to me, what should I do with it?** | Check to ensure that the card is still valid at **1-800-746-7287**. If so, continue to use it. |
| **5** | **I have an ExtraCare card now and I should be receiving the 20% discount, what items does this apply to?**  **Or**  **I am not receiving my 20% discount, what can I do.** | Apologize for the inconvenience and determine if the program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914).  If the client for the member is not listed on the [ECHB Client List – Discontinued (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) program, then  The item must be:   * A flexible spending account eligible item. * Not on sale or special. * Member must use the card to get the 20% discount. If member uses phone number associated with ECHC they will not receive the 20% discount on regular priced CVS Brand health related items. * Amount must be more than $1.00 * These indicators will be shown on the register receipt. * If the caller is still not satisfied, [cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to **1-800-SHOP-CVS (1-800-746-7287**), Advise the member that the system prompts them to provide the reason for their call in a few words. Advise the member to state “ExtraCare Card.” Once this occurs, verbal prompts will be provided by the system.   **Note:** The bar code on the ExtraCare card or CVS App must be scanned at POS to receive the 20% discount.  **Hours of Operation:**   * Monday – Friday 7 am to 9 pm CT * Saturday and Sunday 9 am to 5:30 pm CT * Closed Major Holidays |
| **6** | **The CVS Retail Pharmacy did not recognize my card and did not scan it for my 20% discount.** | Apologize for the inconvenience and determine if the program has been discontinued by checking the [[ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914)  If the client for the member is not listed on the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914), then [cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to **1-800-SHOP-CVS (1-800-746-7287)**, Advise the member that the system prompts them to provide the reason for their call in a few words. Advise the member to state “ExtraCare Card.” Once this occurs, verbal prompts will be provided by the system.  **Hours of Operation:**   * Monday – Friday 7 am to 9 pm CT * Saturday and Sunday 9 am to 5:30 pm CT * Closed Major Holidays |
| **7** | **I would like to stop receiving or being receiving communications (phone calls, mailings, or emails) for ExtraCare or CVS.com, to whom would I speak?** | **Call or cold transfer to 1-800-SHOP-CVS (1-800-746-7287)**, Advise the member that the system prompts them to provide the reason for their call in a few words. Advise the member to state “ExtraCare Card.” Once this occurs, verbal prompts will be provided by the system.  **Hours of Operation:**   * Monday – Friday 7 am to 9 pm CT * Saturday and Sunday 9 am to 5:30 pm CT * Closed Major Holidays |
| **8** | **How do the points work on ExtraCare (red) Cards?** | We cannot comment specifically to the process of how points work on ExtraCare Cards.  Callers should refer to our website at the following URL for further explanation on points, or talk with our in-store retail pharmacy employee: <https://www.cvs.com/extracare/home?icid=CVSHeader:Extracare>   * If the caller is still not satisfied, [cold transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to **1-800-SHOP-CVS (1-800-746-7287)**, Advise the member that the system prompts them to provide the reason for their call in a few words. Advise the member to state “ExtraCare Card.” Once this occurs, verbal prompts will be provided by the system.   **Hours of Operation:**   * Monday – Friday 7 am to 9 pm CT * Saturday and Sunday 9 am to 5:30 pm CT * Closed Major Holidays |
| **9** | **How often can ExtraCare cards be reordered?** | Cards cannot be reordered until 30 calendar days have passed since the last request. |

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| ExtraCare Card Request (Red CVS Pharmacy Card) |

The ExtraCare card is offered at our CVS Retail pharmacy stores.

Members need to have an ExtraCare card to link their ExtraCare Health Benefit to receive their 20% discount on eligible items.

**Note:** Determine if the ExtraCare Health Benefit program has been discontinued by checking the [ExtraCare Health Benefit (ECHB) Program Sunsetting Client List by Year (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) and if so refer to [ECHB Program Discontinued](#_ECHB_Program_Discontinued).

Members can request an ExtraCare card during the activation process by visiting the activation landing page: <Https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD>.

To request a card, the member will complete the steps outlined below:

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| **Step** | **Action** |
| **1** | Access ExtraCare Health Benefit landing page: bit.ly/extracarehealth and they will be redirected to: <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD>. Once they activate their benefit, they will be directed to link to an ExtraCare card.   * If they do not have an ExtraCare card, they can. Select **Get a new ExtraCare card.**      * If the member does not have access to the internet, they can obtain one at a CVS Retail Pharmacy store or you can cold transfer them to **1-800-SHOP-CVS** to order a card. |
| **2** | Select **Get One Now**. |
| **3** | Select **Create an Account**. |
| **4** | Complete the required information and select **Continue.** |
| **5** | Complete the remaining fields and select the **Terms of Use agreement**.  Input the phone number, this is what the member can use at the store without having to use the actual card.    **Result:** The ExtraCare Card number displays immediately, and they can begin to shop. |

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| ECHB Program Discontinued |

The ExtraCare Health Benefit is being discontinued for some [clients (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) beginning 12/31/2021.

As client contracts expire, this program will no longer be included as part of their contract renewal and will eventually be phased out for all clients.

If the member had an actual card, it may look like the following:



Some members had transitioned and were using the red colored card or an electronic version which included the ExtraCare Health Benefit as part of the card.

 The affected members who have used their ExtraCare Health Benefit (20% discount at CVS) in the last 6 months will receive an a [mailer (047899)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d471abdb-666d-4c75-b819-e99a1e228c18) letter in the mail informing them that the ECHB will end on the year they receive their letter. No other notifications will be mailed.

Members affected by this program change will be based on the renewal date for each client contract. This will continue each calendar year over the next few years until all clients are removed from this offering. Refer to the [Client List (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) to verify the year when the client is terming from ECHB.

**Examples:**

* If the contract is set to expire on 12/31/21, then the members included with that client would be impacted by the change and beginning 01/01/2022 they would no longer have this offering.
* If a contract is set to expire on 12/31/24, then the members included with that client would continue this plan offering until the end of 2024 and beginning 01/01/2025 they would no longer have this offering.
* New contracts will not have this benefit.

This program will not be replaced.

The ExtraCare Health benefit program formerly covered purchases with a 20% discount based on the following criteria:

* CVS Health brand
* Flexible Spending Account (FSA)/Health Savings Account (HSA) eligible
* Regularly priced items: items on sale were not eligible
* Valued at over $1.00

Refer to the [list of clients who are impacted (047924)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914) by this plan change.

 As part of your prescription plan, you have been able to receive 20% savings on CVS Health Brand – health related items using the ExtraCare Health benefit. Beginning <xx/dd/yyyy>, the 20 percent savings is ending but you can continue to use your ExtraCare Health Card or number to earn rewards.

 Using your ExtraCare Health card will enable you to receive 2% back in ExtraBucks rewards when you shop at a CVS Pharmacy or CVS.com. There is nothing you will need to do, and you will not lose any rewards that you have earned.

 To learn more about ExtraBucks Rewards, visit CVS.com/ExtraCare/home.

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| **Related Documents** |

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

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) and [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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