# **ExtraCare Health Benefit (ECHB) will be Discontinued for Some Clients**

[Background](#_Toc152146779)

[Related Documents](#_Toc152146780)

**Description:** The ExtraCare Health Benefit (ECHB) is being discontinued for some clients beginning 12/31/2021 through 01/01/2027. 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.

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| **Background** |

****The affected members who have used their ExtraCare Health Benefit (20% discount at CVS) in the last 6 months will receive an [email](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f328725-f2e7-4fc3-82ac-a40cc75b5a0b) or a [mailer](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d471abdb-666d-4c75-b819-e99a1e228c18) letter in the mail informing them that the ECHB will end at the end of 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](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 [12/31/24](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e234589-8f19-4914-a276-27ad26382914), then the members included with that client would be impacted by the change and beginning 01/01/2025 they would no longer have this offering.
* If a contract expires on 12/31/23, the members included with that client would continue this plan offering until the end of 2023.
* New contracts will not have this benefit.

This program will not be replaced.

 As part of your prescription plan, you have been able to receive 20% savings on CVS Health Brand – health related items with ExtraCare Health. 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 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](https://CVS.com/extracare/home).

Refer to [Compass - ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process (057003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a5e8bec-3cc9-40d4-8f35-23ad53be6291)

**Note:** The above work instruction will provide a list of the impacted clients along with the communications that were mailed to them. Members who have not used their benefit in the last 6 months will not be notified.

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| **Related Documents** |

[Compass - ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process (057003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a5e8bec-3cc9-40d4-8f35-23ad53be6291)

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

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