# **C****ompass - ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process**

[Reminders](#_Toc190924734)

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

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| Reminders |

Only active members can have ExtraCare cards emailed to them. ExtraCare cards that are requested prior to the effective date will not be processed.



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 program does not include the retail pharmacy inside Target.



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 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 (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to **1-800-746-7287 (SHOP-CVS)** for assistance.
* **ExtraCare Health Benefit:**  It provides 20% off thousands of regularly priced CVS Health Brand health-related items valued of at least $1.00 or more and not on any active promotions 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.
* 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>.
* The ExtraCare Health Benefit is offered to clients that have a managed pharmacy network, Maintenance Choice, and/or a Managed pharmacy network in place.
* **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.
* To **transfer points** from the White Card to the ExtraCare CVS Retail Pharmacy (red) card on behalf of the member, contact **1-800-SHOP-CVS (1-800-746-7287)**. The member will need their white ExtraCare Health Benefit card number.
* For **Non Members or plans 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 [ExtraCare+ (CVS Retail Pharmacy) (020482)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=021dd44c-2576-4289-b194-4f5f38167c41) as a possible alternative.

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| **Type** | **Definition** |
| **Replacement**  Lost or New | Option cancels the current red card and health benefit then the member will receive new information via email or mail on how to activate their benefit. |
| **Terminate**  Not used for Lost Cards (refer to Replacement) | Used when the member does not want to receive any discounted benefits as part of the client’s benefits with us. |

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| Replacement for Lost or New Card |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Determine the member’s need and process the request: | |
| **If to…** | **Then…** |
| **Replacement** | Proceed to [Step 2](#replacementlostornewcardstep2).  **Note:** 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. |
| **Terminate** | Refer to [ExtraCare Health Benefit Terminate](#_ExtraCare_Health_Benefit). |
| **2** | From the **Member Snapshot** Landing Page, navigate to the middle panel and click the **ID Cards** tab.  **Result:** TheID Cards section will display.    **Notes:**   * The Member section will expand when the page is opened but can be collapsed. * If the ExtraCare Health Benefit is not available to the member, the following message displays below the **Available Cards** table: “ExtraCare Health Benefit cards are not available for this client.” * When **neither** Prescription nor ExtraCare Health Benefit (ECHB) are available for the Client, the following message displays “Cards not available for this client.” * When a member is **not currently active** the following message should display: “Cards not available for inactive member.” | |
| **3** | Review **Current Configuration** to determine the available delivery options and educate the member. (Options available **Email Only** or **Send Print Mailer**.)   * Determine how the member wishes to have their card replaced and select the row level action drop down arrow, click **Send by Email** or **Send by Mail.**   **Result:** Send by Email or Mail popup will display.  **Note:** I**f no email** **found/on file, the** Send by Mail option will be available, if client allows this option.    When **neither** Prescription nor ExtraCare Health Benefit (ECHB) are available for the Client, the following message displays: “Cards not available for this client.”  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. | |
| **4** | Verify the member’s email address or mailing address is correct and proceed to next step.  **Notes:**   * The member’s current email address will display. If no email address is on file, the following message displays: “Obtain the email address.” Refer to [Compass - Add / Edit / Delete Email Address (053409)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e01087c4-421c-4330-bcb3-81cb8cb45762). * Adding or editing an email will update the member’s profile. * If the address is incorrect, update the member’s address prior to submitting. For assistance, refer to [[Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906). | |
| **5** | Select the **Send** button to complete the request.   * To return to the **ID Cards** tab, click **Cancel**.   **Result:** When successfully submitted message displays, “Request to mail ExtraCare Health Benefit card was successfully submitted.”  **Note:** If unable to submit due to system error, a message will display “System Error – Try again or contact your System Administrator.” | |
| **6** | Educate member on turnaround and what to expect by completing the following:   * 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 has 48 hours 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.    **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 the white card benefit number, contact 1-800-SHOP-CVS (**1-800-746-7287**) to obtain the white card benefit number for the member. Provide 1-800-SHOP-CVS for the member's future reference.   * 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 the [Linking ExtraCare Health Benefits to the ExtraCare Card](#_Linking_ExtraCare_Health) section.     **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:** | |

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| ExtraCare Health Benefit Terminate |

 Not used for Lost Cards, refer to [Replacement for Lost or New Card](#_Replacement_for_Lost).

To terminate the ExtraCare Card follow the steps below:

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| **Step** | **Action** |
| **1** | From the **Member Snapshot** Landing Page, navigate to the middle panel and click the **ID Cards** tab.    **Result:** The ID Cards section will display. |
| **2** | Click the **Row Level Action** drop-down arrow and select **Terminate Card.**    **Result:** The Confirm Termination popup will display.  **Note:** The **Terminate Card** button terminates the card. |
| **3** | Select the **Terminate Card** button to complete the request.   * To return to the **ID Cards** tab, click **Cancel**.     **Result:** When successfully submitted, the following message displays: “Termination processed successfully.”  **Note:** If unable to submit due to system error, a message will display “System Error – Try again or contact your System Administrator.” |

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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).

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](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 at **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 the member doesn’t have an ExtraCare card, they can select **Get a new ExtraCare card**.      * If the member doesn’t 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 (**1-800-746-7287**) to order a card. |
| **2** | Click **Get one now**. |
| **3** | Click **Create an Account**. |
| **4** | Complete the required information and then click **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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| 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.

Assist with adding ExtraCare Health Benefits to the ExtraCare card by completing the following steps:

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| **Step** | **Action** | |
| **1** | Ask the member to open the email they received and click**Activate savings**.      **Result:**  The ExtraCare Health website displays.    **Note:**  If the member does not have the email, provide them with the URL listed below: <https://www.caremark.com/wps/portal/ECHC_DIGITAL_CARD>  **CCR Process:**  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.   1. 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 (031058)](https://thesource.cvshealth.com/nuxeo/nxfile/default/a4288b7e-f0ac-465a-a977-1ed310149305/ncf:generated_pdf/PD%2031058%20ExtraCare%20Health%20Benefit%20(ECHB)%20Program%20and%20ExtraCare%20Card%20Process.docx.html?changeToken=6265-0&inline=true#_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.    **Note:** If the member receives a message stating, “The benefit has expired,” review eligibility of member in Compass 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 **Continue** then proceed to the next step. * If no, click **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 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 the checkbox to **Agree to Policy.**      1. Click **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 in Compass.     1. Verify that this is the correct card.  * If yes, click the checkbox to **Agree to policy**. * If no, click **Continue** then proceed to [Step 5](#LinkingExtraCareHealthBenefitsStep5).      1. Click **Link Benefit**.  * If unable to find the member’s card information, proceed to [Step 5](#LinkingExtraCareHealthBenefitsStep5). |
| Last Name does not match in the system to the ExtraCare Card number | Upon selecting **Find My Card**, a message displays:  “We can’t 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 Compass then a new ExtraCare card will need to be ordered by calling the ExtraCare card team at **1-800-746-7287**. |
| **5** | Member must 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](#LinkingExtraCareHealthBenefitsNextstep).  **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). 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 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** | The member should:   1. Click 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 steps:  1. Click the hyperlink for **Get a new ExtraCare card**. 2. Input first and last name, email address, and phone number. 3. Read and click the **Privacy Agreement** and **Privacy Policy** hyperlinks. 4. Select the **box** to the left of the Privacy Agreement and Privacy Policy. 5. Click **Get ExtraCare**.      * If an error is received 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 attached 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** | From the Results Screen “Great. We found your card.”   1. Click the **Agree to Policy**.      1. Click **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, the following error message displays:  “We can’t link that benefit.” | |
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| Scenario Guide |

Follow the steps below for options on replacement ExtraCare Cards:

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| **Scenario** | **Action** |
| **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.   **Note:** If the member needs the white card benefit number, contact 1-800-SHOP-CVS (**1-800-746-7287**) to obtain the white card benefit number for the member. Provide 1-800-SHOP-CVS for the member's future reference.     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. |
| **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 24 hours 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 the [Linking ExtraCare Health Benefits to the ExtraCare Card](#_Linking_ExtraCare_Health) section. |
| **Is adamant about receiving a paper-based card.**    **Or**    **Member is concerned about losing points on their card.** | 1. Advise the member they will need to be transferred to the ExtraCare team for further assistance and provide the phone number for future reference. 2. Assist the member with any other questions or concerns. 3. Cold transfer the caller to **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. |
| **Member does not want to provide an email address.** | Determine if member has the red (CVS Retail Pharmacy ExtraCare Card).   * + If no, advise them to visit one of our CVS retail pharmacy stores to receive the red card.   + If yes, the 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 24 hours 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). |
| **Replace ExtraCare Health Benefit to link to red card.** | * If the member does not ask about the points, continue to [Step 2](#replacementlostornewcardstep2) of [Replacement for Lost or New Card](#_Replacement_for_Lost). * If the member asks about their points, then:  1. Advise the member they will need to be transferred to the ExtraCare team for further assistance. Provide **1-800-SHOP-CVS (1-800-746-7287)** to the member for future reference. 2. Assist the member with any other questions or concerns. 3. Cold transfer the member to **1-800-746-7287**. |

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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 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 cards for the member in Compass, if they are eligible refer to [Replacement for Lost Card](#_Replacement_for_Lost). 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](#ScenarioCVSRetailPharmacyAPP). |
| **2** | **Who could I speak to about ExtraCare program, such as ExtraBucks, clip-free coupons, and current account balance?** | This product is offered to PBM and non-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 & 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’m 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 (031058)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4288b7e-f0ac-465a-a977-1ed310149305) 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 regularly 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 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 & Sunday: 9 am to 5:30 pm CT * Closed Major Holidays |
| **6** | **The CVS Retail Pharmacy did not recognize my card and didn’t 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)    If the client for the member is not listed, then cold transfer 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 & 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, who would I speak to?** | **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 & 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 on 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 the call to **1-800-SHOP-CVS (1-800-746-7287)**, option 2 for ExtraCare.   **Hours of Operation:**   * Monday – Friday: 7 am to 9 pm CT * Saturday & 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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| Related Documents |

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

[Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)

**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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