

Date: October 30, 2012

From: Caremark

Caremark cares about the safety of plan members and the delivery of their medications.

The states that have issued declarations of emergency due to Hurricane Sandy include Connecticut, Delaware, District of Columbia, Maryland, Massachusetts, Maine, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island and Virginia. These declarations will stay in effect until clean up is complete and work and business travel return to normal.

As of Oct 29 2012, UPS has stopped pick-ups and deliveries in zip codes listed below: Delaware (All Zip Codes), Maryland (All Zip Codes), New Jersey (08201-08270, 08302-08362, 08401-08406), New York (10002-10292), Pennsylvania (18901-19496), Virginia (23301-23316, 23336-23488), District of Columbia (20001-20599, 56901-56999). All the cold pack handling will be suspended at Wilkes Barre until the carriers resume normal service.

CVS Caremark is aware that members in these areas may have delayed delivery of their medications due to the effects of Hurricane Sandy. Because of these uncertain conditions, CVS Caremark is prepared to help members who use CVS Caremark Mail Service. CVS Caremark has a process that allows Customer Care to approve one-time emergency refills of a 10-day supply of medication for members impacted in a disaster area.

Members who have questions about a delivery should call Customer Care at the toll-free number on their prescription ID card.