

Card Details

Q. Does every family member receive a card?

A. Each head of household will receive one card. You can also access your ExtraCare Health Card benefits with the CVS mobile app. Once you've downloaded the app, simply tap the ExtraCare Card icon and enter your ExtraCare Health Card number.

Q. Is my CVS Caremark ID number printed on the ExtraCare Health Card?

A. No. Your ExtraCare Health Card has its own ID number printed on the card.

Q. Do CVS Health Brand purchases have a satisfaction guarantee policy?

A. Yes, all CVS Health Brand products are 100% satisfaction guaranteed or your money back. If you're dissatisfied for any reason, you can return the CVS Health Brand product (opened or unopened) along with your receipt or invoice to any CVS Pharmacy store.

Q. Can you give an example of the savings for a CVS Pharmacy Brand versus a national brand?

A. Here is a comparison* of a CVS Pharmacy Brand versus a national brand product:

Compare		vs.	
Retail Price	\$23.49		\$28.99
20% off with card	save \$4.70		-
Final Price	\$18.79*		\$28.99

*Save 40% when compared to the national brand price. Source: Based on CVS Pharmacy data, 2014.

*The pricing shown is an example; prices may vary by store.

Start saving today with the ExtraCare Health Card.

Use it on every item, every time you shop at CVS Pharmacy and online at **CVS.com**.

extracare[®]
health

 **CVS caremark**[®]

1. The 20 percent discount is restricted to items purchased for the health care of the cardholder, spouse or dependents and applies to regularly priced CVS Health Brand health-related items valued at \$1 or more. ExtraCare Health Card may not be used in Target stores, including those with a CVS Pharmacy in them. Excludes alcohol, lottery, money orders, prescriptions and copays, postage stamps, pre-paid cards, gift cards, newspapers and magazines, milk, sale/promotional merchandise, bottle deposits, bus passes, hunting and fishing licenses, and are not valid on other items reimbursed by a governmental program. Plan restrictions may apply. Check with your plan administrator for more details.

Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information.

©2018 CVS Caremark. All rights reserved.
106-13733A 040918



ExtraCare[®] Health Card

Frequently asked questions about the card that saves you money

 **CVS caremark**[®]

Card Exclusives

Q. What is the ExtraCare® Health Card?

- A.** The ExtraCare Health Card from CVS Caremark® and your employer offers savings at **CVS.com** or at any CVS Pharmacy® location. Your card entitles you to:
- 20% savings¹ on thousands of regularly priced CVS Health Brand health-related items valued at \$1 or more
 - Special weekly savings on items throughout the store
 - Earn 2% back in ExtraBucks rewards every time you use your card. You'll get your rewards 4 times per year and can spend them on almost anything at CVS Pharmacy or at CVS.com.¹
 - Personalized coupons – just for you

Q. Where can I use it?

- A.** You can use the card at any CVS Pharmacy location or online at **CVS.com**. Your ExtraCare Health Card may not be used in Target stores, including those with CVS Pharmacy stores inside.

Q. Do I have to pay for the card to receive all of these savings?

- A.** No. It is provided at no cost to you.

Q. On which products can I save 20%¹?

- A.** Save on thousands of CVS Health Brand health-related items valued at \$1 or more, including:
- Vitamins
 - Eye drops
 - First aid
 - Allergy relief
 - Pain relievers
 - Cold medicine

Q. Will I see the amount I saved on my receipt?

- A.** Yes. The 20% off applies at the time of purchase and you will see the savings listed on your receipt.



20% savings means more money in your pocket

Q. What is the difference between my ExtraCare Health Card and the CVS Pharmacy ExtraCare Card?

- A.** Glad you asked. Your ExtraCare Health Card gives you all the benefits of CVS Pharmacy ExtraCare Card, plus 20% savings on CVS Health Brand health-related items.

Q. Do the savings apply to only health-related, non-prescription products?

- A.** The 20% discount applies only to CVS Health Brand health-related items valued at \$1 or more, however other qualifying savings and rewards are applied to all purchases¹ through the ExtraCare program.

Q. If an item is on sale, do I get an additional 20% discount?

- A.** No. The 20% discount applies only to regularly priced items.

Q. Is there a minimum amount I must spend during each store visit before I can receive the 20% discount?

- A.** Yes. The 20% discount applies to CVS Health Brand health-related items valued at \$1 or more.

Q. What if I forget my card and purchase eligible items? Can the 20% savings be applied retroactively?

- A.** No. You must present the card at the time of purchase to receive the 20% off.

Card Services

Q. Who can I call with questions about the card?

- A.** Please call the number on your ExtraCare Health Card: 1-888-543-5938.

Q. Can I transfer my ExtraCare loyalty program rewards to my ExtraCare Health Card account?

- A.** Yes. Just call 1-888-543-5938 (8:30 a.m. to 7:00 p.m. ET) to transfer existing ExtraCare rewards to the one card that makes shopping and saving extra easy. Or visit **CVS.com/extracarehealth** for more information.

Q. What if I lose my card?

- A.** When you receive your card, be sure to write down the phone number on the front of your card, and keep it in a safe place. Then, if you lose your card, simply call the number and a new one will be issued.

Q. Does the card expire?

- A.** If you change employers, or if your employer changes prescription benefit managers, your card will no longer give you a 20% savings on health-related items. However, you can still use it to get the same benefits as a regular CVS Pharmacy ExtraCare Card.



You can also save online at CVS.com