Introducing CVS Health® Virtual Primary Care™

At CVS Health®, we are committed to improving the health care experience by providing omnichannel solutions that meet the needs of consumers when and where they want them, which is why we are launching CVS Health Virtual Primary Care.

Why is this needed?

Traditional primary care can be inconvenient and difficult to access. CVS Health Virtual Primary Care is designed to make it easier and more convenient to access care.

1 Merritt Hawkins, 2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates: March - May 2022
2 Measuring Primary Care Exam Length Using Electronic Health Record Data, Medical Care: January 2021
3 JAMA Network, Characteristics of Americans With Primary Care and Changes Over Time: December 16, 2019

What services are available?

24/7 on-demand care* • Available to adults and children over 18 months • Coughs, colds, flu and strep • Joint, head and stomach pain • Infections (ear, sinus, skin, UTI) • One-time medication refills

Mental health services • Available to adults ages 18 and up • Anxiety and mood disorders • Depression screening • Medication management • Support with stress, the adjustments and conflict resolution • Sleep and related health behaviors

Primary care services • Available to adults ages 18 and up • Chronic illnesses (asthma, diabetes) • Sick care • Wellness and annual health assessment • Follow-ups from in-person visits • Medication adjustments and refills

* Limitations may apply based on service, location or health plan

How does CVS Health Virtual Primary Care work?

It gives members access to primary care, mental health services and 24/7 on-demand care virtually.*

Meet Emma — a 25-year-old professional and mother of two.

Emma chooses a physician-led care team.

She schedules a new virtual primary care visit.

She receives her welcome kit, which she selects online when she registered. It includes a blood pressure (BP) monitor.

She can easily take care of any post-visit needs.

She creates a CVS.com account, registers for the virtual primary care program, chooses a physician and gets a supporting care team.

She receives her welcome kit, which she selects online when she registered. It includes a blood pressure (BP) monitor.

She can easily take care of any post-visit needs.

Visit CVS.com/virtual-care to learn more.

About CVS Health®

CVS Health® is the leading health solutions company delivering care like no one else can. We reach more people and improve the health of communities across America through our local presence, digital channels and over 300,000 dedicated colleagues — including more than 40,000 physicians, pharmacists, nurses and nurse practitioners. Wherever and whenever people need us, we help them with their health — whether that’s managing chronic diseases, staying compliant with their medications or accessing affordable health and wellness services in the most convenient ways. We help people navigate the health care system — and their personal health care — by improving access, lowering costs and being a trusted partner for every meaningful moment of health. And we do all with heart, which we do every day.