

**CVS Health  
COVID-19  
Response**



**“Today we have committed the full strength of our enterprise to focus on addressing the critical and urgent health care needs stemming from this pandemic. Our nearly 300,000 dedicated colleagues have been on the front lines of our nation’s fight against COVID-19, embracing innovative thinking to be part of the solution.”**

**Larry J. Merlo**

*President and Chief Executive Officer*

**Over the past six months, our world, our country and our company have faced unprecedented times. At the time of this publication, more than 200,000 Americans have lost their lives to a virus we continue to learn more about each day. Countless others are battling the mental trauma associated with feelings of isolation, fear and loss. And though they existed long before the onset of COVID-19, the racial health disparities being suffered by our Communities of Color demand new solutions.**

At CVS Health®, we've built our business to deliver on our purpose of helping people on their path to better health. Today we have committed the full strength of our enterprise — including our unique perspective of the health care journey, our nearly 10,000 local touchpoints, and our rapidly evolving digital capabilities — to focus on addressing the critical and urgent health care needs stemming from this pandemic. Our nearly 300,000 dedicated colleagues have been on the front lines of our nation's fight against COVID-19, embracing innovative thinking to be part of the solution.

In this report, you will read how every business unit across our enterprise is rising to the challenge to support our customers, colleagues, communities and patients through some of their

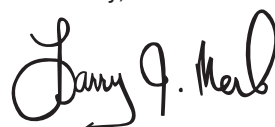
most difficult times. We've taken swift action to keep our colleagues safe. We've brought critical testing capabilities to more than 2,000 sites across the U.S. and have pledged an additional 2,000 sites by mid-October. We have worked to provide the communities most significantly impacted by this virus with the attention, resources and care they deserve. And, as one of the nation's largest providers of essential services, we have maintained continuity of our operations when and where they've been needed most.

While we have rapidly transformed our business capabilities to meet the acute needs of our communities today, we are also looking forward. COVID-19 has forced Americans to rethink their approach to health care. We believe

this seismic shift will transform the future of health care delivery, exposing new challenges and opportunities to solve systemic health inequities, dramatically improve care outcomes, and spark innovations that better meet consumer expectations for convenience and affordability.

Our world and our business has been changed forever. CVS Health's commitment to helping people on their path to better health has never been stronger.

Sincerely,



**Larry J. Merlo**  
*President and Chief Executive Officer*

**For years, CVS Health has focused our community investments to increase access to health care for those who need it most and build healthier communities. During this time of unprecedented need, we have stayed true to this strategy and relied on the strength of existing relationships to achieve the greatest impact. To date, we have committed more than \$50 million in philanthropic actions in response to COVID-19 and deployed the nation's largest health care workforce to meet the needs of so many in our country.**

From the early days of the pandemic, we worked with local communities to identify the most pressing issues and provide fast relief to seniors, underserved communities, first responders and families. This includes more than \$26 million in funding that went directly to organizations addressing food insecurity, expanded access to telehealth and personal protective equipment, and behavioral health support for front-line workers.

To address the racial health inequities impacting Black and Brown communities across the U.S., we worked quickly to add community testing options that eliminate barriers to testing in areas hard-hit by the virus.

This pandemic has laid bare the challenges that remain in providing affordable, accessible health care to our most vulnerable citizens. In particular, the low-cost and free clinics we have supported for decades have found themselves on the front lines of the fight against the disproportionate impact of COVID-19 and in need of substantially more support. Our work together has never been more important, and our commitment is unwavering.

Thank you for taking the time to read about our response to COVID-19. It is the result of a dedicated team of professionals and community organizations working toward

a common goal of helping people on their path to better health amidst the greatest challenges we have ever experienced.

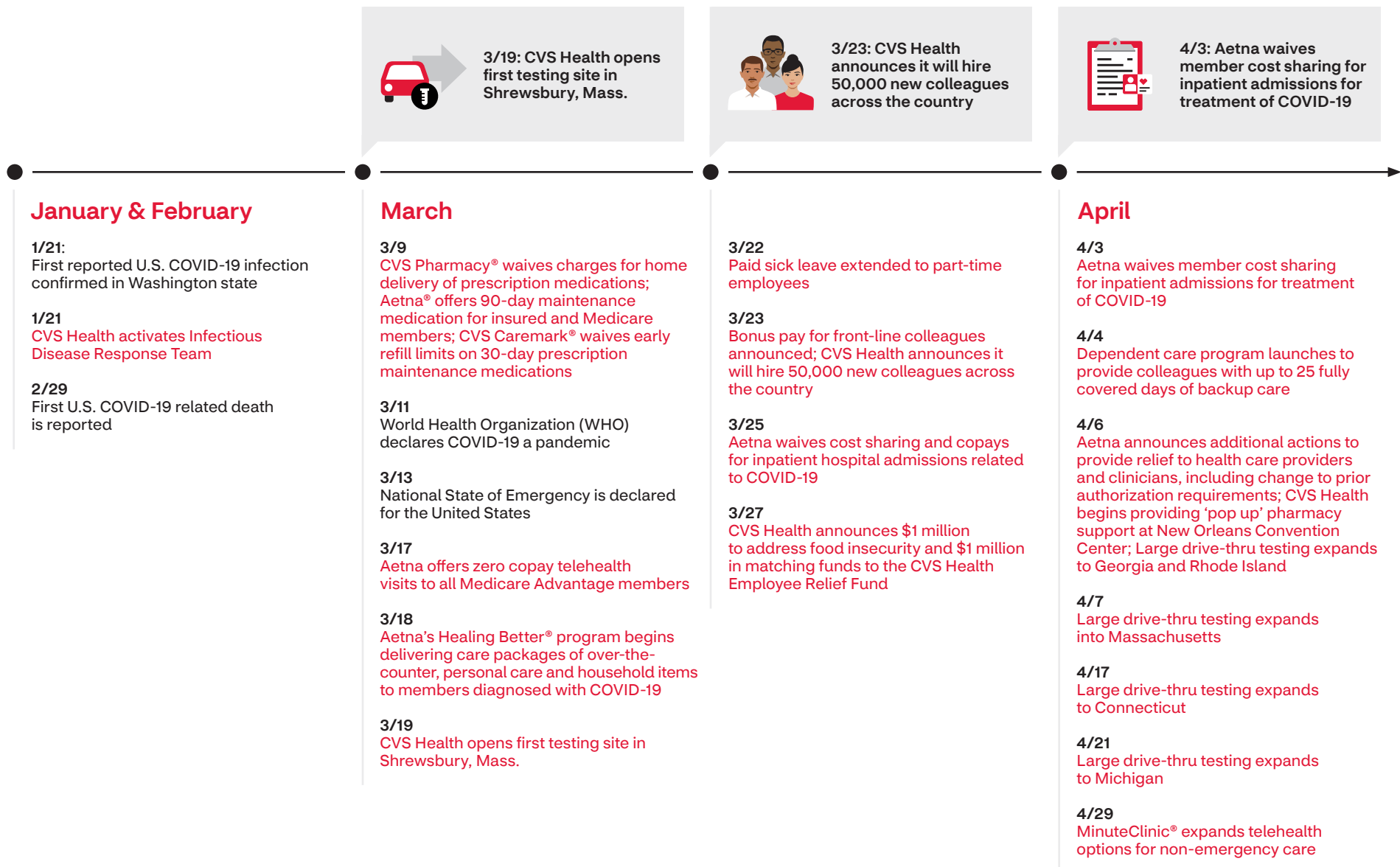
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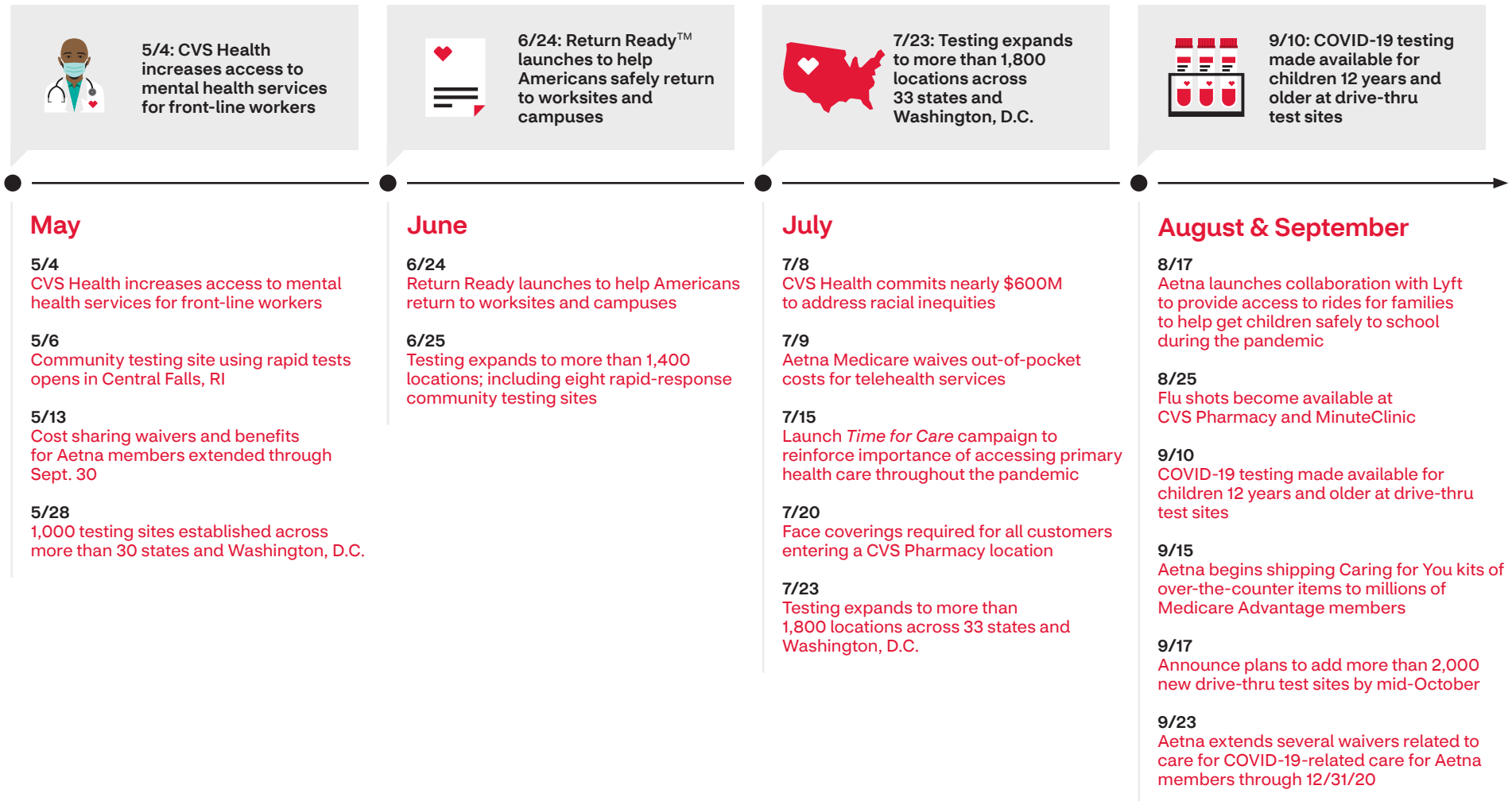
**Eileen Howard Boone**  
*Senior Vice President, Corporate Social Responsibility and Philanthropy & Chief Sustainability Officer*



# Response Timeline



# Response Timeline



# Responding to the Public Health Challenge

Grounded in innovation, our team of clinical and operational experts has been working to solve some of the most complex public health challenges of our time. As the country has faced challenges through the COVID-19 pandemic, CVS Health has unleashed all of our resources to respond to the realities of this public health crisis. We're also developing new resources to support the unique needs the pandemic has presented, including the launch of a COVID-19 Data and Modeling Center that leverages data and analytics to support our enterprise response in real time, including identifying members in need of enhanced support in the COVID environment, testing roll-out, and managing our supply chains.

Much of our work has been driven by the reality that, until a viable vaccine becomes available for mass distribution, the only way to contain the spread of COVID-19 is through broadly expanded, accurate and rapid testing, combined with robust contact tracing. After operating large-scale rapid testing sites to meet communities' immediate needs in the early stages of the pandemic, our focus has shifted to a more local and community-based approach. With nearly 10,000 local touchpoints in American cities and towns, today we proudly serve as the nation's largest private provider of COVID-19 testing.



3.2M+ tests administered,  
including 87K rapid tests  
at community sites



2K+ drive-thru  
testing sites



750% increase  
in MinuteClinic  
Virtual Visits



650K+ at-risk Aetna  
members reached



45 clients enrolled  
in Return Ready



500% increase in  
CVS Pharmacy prescription  
home delivery volume

# A Message From our COVID Response Team

A critical part of our testing approach includes expanding access in Communities of Color. The disproportionate impacts of this pandemic have further exacerbated the racial health disparities that have existed in our country for centuries.

In addition to our commitment to expand access to COVID-19 testing, we have redoubled our longstanding efforts to help address the social determinants of health and expand health care access in underserved communities.

A less visible but dire mental health crisis has also emerged, as evidenced by unprecedented increases in virtual mental health visits and substantial increases in calls for help with psychological distress. We've continued to expand our mental health programming through targeted investments, with a specific focus on health care workers, essential workers and seniors.

In every aspect of our response we are applying the very latest in epidemiological and clinical insights. Our role in helping people manage their health by simplifying a complex

system has never been more important. Across our Enterprise, we continue to take steps to support our patients, members, customers and colleagues on their path to better health, despite today's challenging circumstances. This impactful and incredible work would not be possible without the dedication and innovative spirit of our nearly 300,000 colleagues.

Sincerely,

**Co-Chairs, Enterprise COVID Response Team**

**Troyen A. Brennan, M.D.**  
*Executive Vice President and Chief Medical Officer, CVS Health*

**Karen S. Lynch**  
*Executive Vice President and President of Aetna*





# Deploying a Nationwide COVID-19 Testing Solution

Our ability to establish more than 2,000 COVID-19 testing sites over the course of five months, with an additional 2,000 pledged by mid-October, is a testament to the innovative thinking of our colleagues and agility of our organization. Demand for testing remains: in September more than half of U.S. states were not meeting testing targets set by the World Health Organization<sup>1</sup>. We are constantly adjusting our strategy — redeploying resources to solve for emerging challenges and sharing information across our testing operations.

## Expanding lab utilization

As testing increased dramatically, the U.S. laboratories responsible for processing results also increased their capacity. The average wait time for test results is 2.3 days, with 95% of patients receiving their results within three days at the time this report was published. Since the launch of our drive-thru testing model in April, we've continued to vet and form relationships with additional labs to meet demand.

## Protecting our colleagues

Our more than 2,000 existing testing sites are operated by CVS Health colleagues, including pharmacy technicians, pharmacists and nurse practitioners. To date, we've invested in personal protective equipment (PPE) for our colleagues on the front-lines. We've also provided training for nearly one third of all our retail colleagues, ensuring our teams have the knowledge to collect

quality test samples and protect their own health on the job.

## Utilizing available space

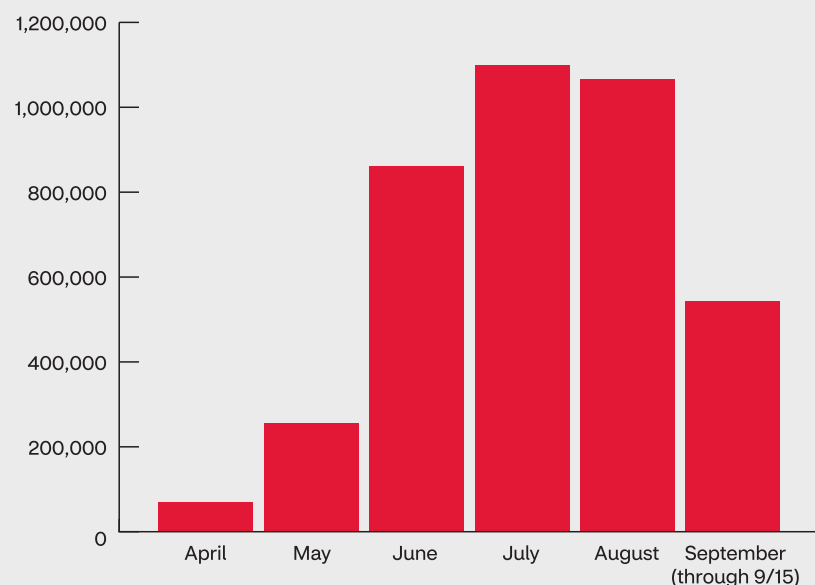
While most of our drive-thru testing sites operate out of active CVS Pharmacy locations, we've begun to explore new real estate options to deploy additional testing facilities. For example, in Aurora, Illinois and Glendale, Arizona, we are using empty storefronts for testing operations.

*The Social Vulnerability Index (SVI) is a tool used by the Centers for Disease Control and Prevention (CDC) to help local officials identify communities that may need support in preparing for hazards or recovering from disaster. Sixty percent of our over 2,000 testing sites are located in communities with an overall SVI score of 0.5 or higher.*

"We are committed to providing millions of Americans with access to COVID-19 testing in our united effort to slow the spread of this virus. Whether it's at one of our drive-thru retail locations, in a community health setting, or at the workplace, our testing strategy matches our approach to health care delivery: accessible, affordable, simple and seamless."

– Jon Roberts, Executive Vice President and Chief Operating Officer, CVS Health

# of Tests Administered in the U.S.



<sup>1</sup> Johns Hopkins University & Medicine Coronavirus Resource Center, September 14, 2020

# Deploying a Nationwide COVID-19 Testing Solution

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**“The health disparities impacting people of color are not new, but the events of the past year — a global health pandemic and prominent, ongoing discussions on racial justice — are putting a massive spotlight on these challenges. Particularly for the COVID-19 pandemic, we’re seeing the role social determinants of health plays for communities of color. African Americans and Latinos have a higher incidence-rate of chronic illness, such as diabetes and hypertension and have prominent roles as front line workers.” – Garth Graham, M.D., Vice President and Chief Community Health Officer, CVS Health**

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## **Drive-Thru**

Located at over 2,000 CVS Pharmacy locations across 33 states and Washington, D.C., our drive-thru sites allow individuals to remain in their cars, self-administer their test, and receive results within a few days. Sixty percent of our drive-thru sites are located in communities more vulnerable to the impacts of COVID-19, as determined by the CDC’s Social Vulnerability Index. Testing is available at no out-of-pocket cost to the patient.

## **Community-Based**

Working with local and national community health organizations, our community testing sites help reach people where they are and eliminate many of the common barriers to testing in underserved communities. All testing is available at no cost. Since the launch of our community-based testing program, we have expanded to 12 sites across eight states that have been most greatly affected by COVID-19.

## **Return Ready**

As worksites and campuses seek to safely return employees and students to their facilities, many have turned to CVS Health to provide customized testing support. Our Return Ready solution provides comprehensive and flexible testing options to help organizations and campuses get back to business with confidence. To date we’ve worked with dozens of clients to implement Return Ready.

## **Long-Term Care Facilities**

Seniors, especially those with pre-existing health conditions, are most likely to experience severe illness and death as a result of COVID-19. Omnicare® has established relationships with more than 900 long-term care facilities to provide on-site testing and same-day results for patients and staff, helping to prevent the spread of the virus throughout facilities serving this vulnerable patient population.

## **Large Scale**

In March, we opened our first large scale rapid test site in the parking lot of a CVS Pharmacy in Shrewsbury, Massachusetts. To respond to overwhelming demand for testing as the virus began to spread widely, from March through June we operated five of these sites in states with the greatest need. We have since transitioned our model to provide more local support at retail locations and in community-based settings. Our large-scale testing sites had the capacity to process up to 1,000 tests a day and served more than 213,000 individuals through June, with testing available at no out-of-pocket cost to the patient.



## Filling a Gap in Greater Phoenix

The St. Vincent de Paul Virginia G. Piper Medical & Dental Clinic on the Southside of Phoenix, Arizona provides quality health care to thousands of uninsured and low-income patients annually and has been a CVS Health Foundation grant recipient for several years. As COVID-19 case numbers in Phoenix began to surge in early June, patients and area residents began calling for testing, but Clinic staff had few answers for them.

In June, a relationship with CVS Health Foundation and the National Association of Free and Charitable Clinics led to the launch of free, rapid COVID-19 testing for Clinic patients and the surrounding community. At the height of the city's case surge, the Clinic was administering approximately 130 tests each day, filling a major gap in a zip code where nearly 29 percent of Hispanic and Latinx families live below the poverty line.

Clinic staff managed appointment scheduling and the CVS Health team relocated from nearby CVS Pharmacy locations — took over the process upon each patient's arrival. Patients were asked to wait on site for results, which were returned in about 30 minutes. Those with a positive result received information about the importance of self-isolating and connected to a resource center should they need emergency housing.

The team was also able to offer a critical service to the area's homeless residents and veterans, providing testing before an individual received social services or was placed into shelter housing with other vulnerable individuals. Thanks to the Clinic's strong relationships with the nearby Human Services Campus, local federally qualified clinics, shelters, and their own patient population, priority testing was provided to those who needed it most. Using the data collected on the community's positivity rate and total case numbers, the Clinic ultimately decided it would be able to best protect its patients by remaining on a 100% telehealth format.

The Clinic continues to administer around 80 tests each day, supporting a broader effort to continue to flatten the curve in Phoenix. In total, the Clinic has served nearly 6,000 patients since the start of the program. Originally set to expire July 31, the program was extended through September 30.

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"It's really helped minimize the spread, especially in the Hispanic community," Zaira Morales, Medical Clinic Administrator for St. Vincent de Paul, said of the testing relationship with CVS Health. "Within our high-risk populations, a lot of people don't have transportation and many were able to walk here to get tested. We are one of the only places on the Southside to offer testing and have been able to offer this critical service to the surrounding community that really needed it."

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# Addressing Racial Health Inequities

As data on COVID-19 risk factors emerged from China in early 2020, we anticipated and began to prepare for the disproportionate impact the virus would have on Communities of Color in the U.S. Today we understand the full extent of this devastating impact: Nationwide, Black people are dying from COVID-19 at 2.4 times the rate of white people. While they comprise 18 percent of the U.S. population, Latinx individuals make up 34 percent of COVID-19 cases nationwide.

The disproportionate impact of this pandemic on Black people is not an isolated incident. Our country's long history of racial health inequities is tied inextricably to social determinants of health. A person's zip code, housing situation, level of education and opportunity for economic mobility directly correlate to rates of common chronic conditions such as asthma, hypertension, diabetes and cardiovascular disease. Not only is COVID-19 another example of a health issue being seen in Black and Brown communities more frequently, but these social determinants and underlying health conditions also make individuals more susceptible to the potentially fatal impact of COVID-19.

Combining our vast clinical knowledge and deep network of community-based organizations, we continue to build on our strategy to address this tragic reality. To help slow the spread in communities likely to be hardest hit by COVID-19, we've overlaid our retail presence with the CDC's Social Vulnerability Index to identify areas within our footprint that need testing services the most. Working closely

with the U.S. Department of Health and Human Services, we are responding to hotspots in vulnerable communities, often before they fully emerge.

In September, we announced a five-year, \$5 million commitment to address key public health challenges in Communities of Color. The relationship will include bringing community health organizations together with faith leaders and others to increase trust in health care and access to immunizations and testing.

## Community-based testing

We quickly focused on establishing community-based testing in areas with high populations of Black and Hispanic residents. Working with organizations that have grassroots operations and established infrastructure, we've activated 12 community-based testing sites in eight states.

Our community sites utilize rapid testing technology, which provides a patient with a result in about 30 minutes and allows for holistic care support in the case of a positive result.

At all of our community sites, patients receive counsel on how to socially isolate, symptoms to look out for, and how best to connect to a provider.

## Education and awareness

Distrust of the medical establishment in Black communities is another challenge we are working to overcome. In addition to supporting local organizations to drive awareness of testing sites, we are sharing culturally appropriate information about how to prevent the spread of COVID-19, with toolkits distributed to chapters of organizations such as the NAACP, Urban League, National Black Church Initiative, American Lung Association and American Heart Association.

We are also building broad awareness of the need to continue to seek preventive care through our Time for Care campaign. Time for Care includes a national television ad, microsite, digital content, and Aetna member program components that address concerns for people with chronic health conditions.



## Community Testing

**72,000+**

tests administered

**16.35%**

average positivity rate

**12**

Community-based testing sites in eight states

**"Through our partnership with CVS Health, we are speaking to members of our community where they are—in our neighborhoods, hair salons and barbershops, churches, and reaching them on social media. We're helping those most vulnerable know where they can get tested, and we're offering information and education to our communities, particularly to young people, to help them take this disease seriously and protect our community." – Scot X. Esdaile, President, NAACP of Connecticut**



# Taking Action to Address Institutional Racism

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Our country's long and deep history of injustice and discrimination against Black communities continues to divide us. We believe more must be done, that corporations can play an important role, and that now is the time.

In July, we announced nearly \$600 million in funding over five years to advance employee, community and public policy initiatives that address inequities faced by Black people and other disenfranchised communities. In addition to several commitments to our own colleagues, we will build on our work to address social determinants of health, with a particular emphasis on increasing access to affordable housing. We will also expand our Project Health initiative and other investments that address health disparities, and work with civil rights and social justice organizations to support shared goals.

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**“While we know that CVS Health alone cannot erase the toll that 400 years of institutionalized racism and discrimination has taken on the Black community, we recognize that we have a role to play in living up to the potential the future holds.” – David Casey, Vice President, Workforce Strategies & Chief Diversity Officer, CVS Health**

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# Supporting the Health of Our 23 Million Aetna Members

When stay-at-home orders began to keep Americans from visiting their health care providers, Aetna focused on providing immediate relief to our approximately 23 million health plan members. We have continuously updated and expanded programs to meet our members' evolving needs, ensuring their care continues to be as accessible and affordable as possible.

## Meeting the unprecedented demand for telehealth

Telehealth usage among our members increased from an average of 2,000 visits a day to up to 100,000 at its peak. In addition to encouraging Aetna members to use telehealth as their first line of defense to limit potential exposure, we also began proactively working with providers to set up telehealth services and create capacity to meet the demand. Prior to the pandemic, approximately six percent of provider practices were conducting telemedicine visits, compared to approximately 85 percent today.

## Reaching at-risk members

It quickly became clear that our members were delaying critically important care. As soon as we began to see utilization of several different

clinical services drop, we significantly ramped up outreach to members most at risk, including those with high-risk conditions like diabetes and coronary artery disease, those with co-morbidities that would make them most vulnerable to COVID-19, and those who had been discharged from the hospital after contracting the virus.

Reaching members by phone, a team of approximately 1,200 Aetna and Coram® nurses discussed gaps in care, issues with accessibility, and in many instances were able to connect the member with in-home services. Two digital outreach campaigns focused on the importance of immunizations and availability of services for children and adolescents with asthma. These efforts combined the clinical resources of Aetna and Coram with predictive

analytics capabilities to assess member risk. Since March, we have engaged with more than 650,000 at-risk members. We are on track to reach one million members by year end.

## Letting our members know we care

Through Aetna's Healing Better® program, we've delivered nearly 4,000 care packages to members diagnosed with COVID-19. With a goal of making things just a little easier for members recovering and self-isolating, and knowing that many in-demand products were difficult to find, care packages contained over-the-counter medications to help relieve symptoms, as well as personal and household cleaning supplies to help protect others in the home.



## Taking Action to Support our Members

- Waived copays for all diagnostic testing related to COVID-19
- Waived copays for all telehealth visits, for any reason
- Waived early refill limits on 30-day prescription maintenance medications
- Waived charges for home delivery of prescription medications through CVS Pharmacy
- Converted 30-day prescriptions to 90-day maintenance medication prescriptions for fully insured and Medicare members
- Extension of Medicare Advantage virtual evaluation and monitoring visit benefit to all Aetna Commercial members

# Flattening the Second Curve

COVID-19 has exacerbated the invisible stress, anxiety, isolation and fear in people's lives, leading to a national mental health crisis. Requests for assistance with issues such as homelessness, psychological stress, domestic violence and workplace crisis are on the rise. At the same time, we are seeing significant declines in mental health hospital admissions and prior authorizations for higher levels of behavioral health care.

Building on our longstanding commitment to behavioral health, we've expanded services and resources to support our most significantly impacted and vulnerable populations, including making our Resources for Living® employee assistance program available to everyone, not just our members. In addition, the Aetna Foundation has committed \$1.5 million toward expanding access to mental health care. You can read more about these investments in [Supporting Our Communities](#).

## Proactively supporting populations at highest risk

COVID-19 has only added challenges and complexities for individuals already battling behavioral health crises, including substance use disorder, depression and anxiety, and suicide. Using predictive analytics to identify at-risk members, we are

conducting targeted outreach to provide educational support, and are working closely with behavioral health providers to help transition members to virtual outpatient visits. We continue to advocate for reductions of stringent regulation and cost share related to virtual services and have waived all cost sharing for outpatient mental health services.

## Helping employers deliver mental health solutions

Employers around the country are increasingly recognizing the importance of mental wellbeing to the overall health of their workforce, and seeking tools to help employees manage feelings of depression and anxiety. Over the past several months, we have seen a nearly 50% increase in requests for proposals in this area.

We continue to use our Resources for Living employee assistance program to support employers, their workforce and community in identifying solutions to the unique challenges they face. We are performing crisis support and management consultation for employer customers and have provided 48,000 hours of onsite services and 799 hours of mental health debriefing services to 50 plan sponsors from the corporate, government, and health care sectors.

## Supporting Members with Anxiety and Stress



Free, 24/7 crisis counseling by phone



Free, 24/7 access to the Aetna Nurse Medical Line



Resources for Living toolkit for members experiencing anxiety related to COVID-19

# Resources for Living

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**Resources for Living is also introducing three new products to aid customers and members in flattening the second curve:**

**COVID Cares** pairs features of the CARES Act with a product to promote community resilience through tailored support for the entire population of cities and towns. This includes support for special populations, such as first responders, teachers, parents, diverse and underserved groups.

**Workplace Resiliency products** are a solution for plan sponsors who don't currently have Resources for Living but want to support their return-to-work programs with services like workplace trainings, executive coaching, or fitness-for-duty evaluations.

## **Resources for Living Return Ready Products**

Resources For Living Return Ready Products are a suite of services available as an add-on to our enterprise Return Ready testing solution. These products can help employers and universities to respond to the organizational and individual mental health needs of the population and provide customers with the tools to build individual resiliency in order to safely return to work and school. These services help workers and students manage stress, anxiety, fear and grief, as well as support everyday needs, such as securing caregiving arrangements, transportation, and new workplace or campus guidelines.



## Providing Virtual Care

Over the past several years, we have been executing on a virtual care strategy that uses the benefits of telehealth to complement and support holistic patient care. At the onset of the pandemic, we knew we needed to continue to provide our thousands of established MinuteClinic patients with affordable, quality care. Drawing on our experience and existing strategic plans, we moved rapidly toward a virtual solution.

Our colleagues worked tirelessly and in just three weeks successfully launched E-Clinic, which offers patients virtual care from a MinuteClinic provider in their state. E-Clinic is now available in the 33 states where MinuteClinic operates, as well as the District of Columbia, and recognized by health insurers the same as an in-person visit. Services mirror that of our brick and mortar locations, with existing patients able to receive support for chronic conditions in addition to acute illnesses and common injuries. The launch of E-Clinic follows our established Video Visit offering, which has been available since 2019 at a direct-to-patient cost of \$59 and most recently to Aetna members.

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**MinuteClinic virtual visits were up 750% in the second quarter of 2020, compared to the same period in 2019.**

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We are closely monitoring the impacts of COVID-19 in our local communities so that MinuteClinic providers are always prepared to support patients — in person or virtually. In anticipation of flu season we have developed new protocols for screening and treating upper respiratory illnesses. We believe COVID-19 will forever change how we practice health care and that telehealth will continue to play an important role in the delivery, coordination and enhancement of care.



# Supporting Our CVS Caremark Members

As COVID-19 began to disrupt everything from daily routines to global supply chains, CVS Caremark took action to help slow the spread of the virus and help provide our nearly 103 million plan members access to an adequate supply of their medications.

- To help our members stay at home and reduce trips to the pharmacy, CVS Caremark helped to facilitate a shift to a 90-day prescription supply from a 30-day supply. We also encouraged the use of CVS Caremark Mail Service and offered this option at no additional cost to our members. Between April and June, CVS Pharmacy prescription home delivery volume also increased substantially, seeing a more than 500% increase compared to the previous three months.
- Several drugs that are currently used to effectively treat other medical conditions have been featured in the media as potential treatments for COVID-19. To protect the supply chain of these medications for patients who need them, we've implemented quantity limits to prevent from stockpiling.
- Health care providers have been facing extraordinary challenges. To help reduce administrative burdens, and to ensure continuity of care was not interrupted during stay-at-home orders, we extended

prior authorizations for prescriptions for 90 days.

- We've enhanced both our Pharmacy Advisor program and our CVS Specialty® secure messaging platform to maintain continuity of care, medication adherence and condition management, while keeping patients safe at home. In March, the CVS Specialty platform saw a nearly 30 percent increase in encounter volume as our Specialty representatives helped patients manage their conditions. We also pushed messages to more than 200,000 Specialty patients informing them of available COVID-19 resources and digital tools, information about online refills, and tips for social distancing and handwashing.

## Client Profile: CareFirst

CareFirst BlueCross BlueShield is the largest health care insurer in the Mid-Atlantic region, serving 3.3 million members. A CVS Caremark client since 2014, CareFirst provides its members with access to clinical programs, such as Pharmacy Advisor

counseling. When COVID-19 began to impact member access to health care, we supported CareFirst in their outreach to nearly 10,000 high-risk individuals, including those with multiple chronic conditions or greater likelihood of medication non-adherence. The program informed members of steps they should take to stay safe, prescription delivery options, telehealth, and other available resources, providing valuable education and counsel to those who needed it most.

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**“Ensuring our members have timely and safe access to their medications has been a top priority. We have evolved and adapted to meet the needs of our clients and members, maintaining continuous service and creating innovative solutions to support their needs throughout the COVID-19 pandemic.” – Alan M. Lotvin, M.D., Executive Vice President and President of CVS Caremark**

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## Working with Hospitals to Increase Bed Capacity

As U.S. cities monitor and prepare for surges in COVID-19 patients requiring emergency care, our infusion care business Coram is working directly with hospitals and providers to create additional hospital capacity. We've deployed our clinical teams where the need is greatest, supporting hospitals in achieving their capacity goals. We are also providing solutions for hospital avoidance by safely starting patients on therapy in the home. For eligible IV-therapy patients, Coram nurses are delivering clinically appropriate in-home care, which can also be the safest option for patients who need to minimize their risk of contracting COVID-19 while recovering from other illnesses. Since launching the program in mid-April in California, Coram has scaled this approach nationally and worked with thousands of home health agencies to provide patients with additional clinical oversight and monitoring.

# Helping America on Its Path Forward

In late June, we announced the launch of Return Ready, a comprehensive, flexible COVID-19 testing and tracing solution to support organizations in returning to their worksites and campuses.

Return Ready offers clients a customized testing strategy guided by clinical expertise, combined with end-to-end executional support — including staffing, communications and other logistics. To date, 45 clients have begun implementing Return Ready, and our teams are working through a robust pipeline of prospective clients. We have engaged and are implementing testing with 15 universities and schools through our Return to Campus program.

Depending on their needs and workforce characteristics, organizations can deploy rapid testing onsite, or collect swab-and-send testing samples at the workplace or via CVS Pharmacy drive-thru testing locations. Return Ready also offers a suite of technological support, including digital scheduling and results tools, data aggregation, and actionable alerts for positive test results. Clients who also work with Salesforce can take advantage of a complementary symptom-checking and contact-tracing service.

## Return Ready in action

Delta Air Lines accelerated its ongoing employee testing program with rapid-response testing for flight crews at seven of its hubs. A CVS Health clinician oversees the nasal-swab testing in Delta hub crew lounges, with results available in less than 15 minutes. We were proud to support Delta in meeting its goal of testing nearly 100% of its workforce in the month of August.

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**“Our customers want to know that the people caring for them while traveling are healthy,” said Joanne Smith, Delta Executive Vice President and Chief People Officer in a [company statement](#). “Providing COVID-19 testing for all of our people is an important action we can take to keep employees, their families and our customers safe, increasing confidence in travel while doing our part to slow and stop the spread of the virus.”**

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## Keeping College Students Safely on Campus

“The Return Ready program was pretty central to our plan because people fear the uncertain. That was the biggest hurdle we had in the development of our plan. The comprehensive approach that CVS Health took to the testing and the data and how it was delivered, we have implemented on our campus. We have been able to provide tests to not only the faculty and staff working in orientation programs, but also to students that have that question mark. If they aren’t feeling right, we have the ability to rapidly test them on-site, and give them that certainty. It’s the speed of the process. The comfort that you can get a definitive answer in that moment of time.” – Anthony Altieri, Vice President for Student Affairs, Lynn University, Boca Raton, Florida



# Vaccine and Flu Preparedness

The impact of COVID-19 is significantly influencing individuals' likelihood to get a flu shot this season. Flu shots are now available at CVS Pharmacy and MinuteClinic locations across the country, and we expect to administer up to 18 million seasonal flu vaccines to meet increased demand.

We're taking additional safety precautions, with patients answering a few COVID-19 screening questions and having their temperature taken before receiving an immunization. As an added incentive, patients who receive a flu shot at any standalone CVS Pharmacy or MinuteClinic will receive a coupon for \$5 off a \$20 purchase, and patients receiving the flu shot at a Target or Schnucks grocery store will receive a \$5 coupon for use in those stores.

We have also been in close contact with Federal officials on the role we can play in the distribution and administration of a COVID-19 vaccine, when one becomes available. We believe the infrastructure we have developed to deploy testing to over 2,000 drive-thru locations can play a critical role in solving this next challenge.

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**Consumers' intention to get a flu vaccine has been increasing month over month, with 66 percent of those surveyed in July saying they definitely or likely will get a flu shot this season, compared to 34 percent of those surveyed in January 2020.**

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# Caring for Our Colleagues

Our nearly 300,000 colleagues are the drivers of our success, and the reason why we've been able to continue to provide critical health care services in response to COVID-19. But like all Americans, they have been affected by the devastating impacts of the pandemic, and as an employer we knew we needed to move quickly to support them with the same commitment they've shown to our patients, customers and members.



Dependent care assistance for 15K colleagues



\$2.5M+ in emergency grants provided for colleague relief



Appreciation bonuses awarded to 180K+ colleagues



63K+ new jobs created

At the onset of the pandemic, teams from across the Enterprise came together to take care of our colleagues, from a personal and public health perspective, and financially. We implemented new policies to prevent people from coming to work when they were sick and to protect the colleagues who needed to continue to come to work, as well as their families. With our colleagues' safety, health and well-being as our top priority, our teams pushed aside the typical hurdles a corporation our size faces when implementing major policy shifts and benefits offerings. Instead, we used our size and scale to provide financial support, local resources and increased access to health care for our colleagues.

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**“COVID-19 is a true test of our resiliency. In these unprecedented times, our colleagues have worked remarkably hard to ensure we continue to take extraordinary care of our customers and patients. I'm proud not only of them, but also the way our company has responded to ensure their health and safety — as they are our front-line workers. When the COVID-19 pandemic became a national health crisis, we worked quickly to institute a number of programs and policies to address the immediate needs of our colleagues and their families. We are steadfastly committed to continuing to support them throughout this public health challenge.”** – Lisa Bisaccia, Executive Vice President and Chief Human Resources Officer

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# Prioritizing Colleague Health, Safety and Wellness

More than two thirds of our workforce has continued to report to our stores, distribution centers, clinics, pharmacy production centers and offices throughout the pandemic. To keep our colleagues safe and provide the essential services for which millions of Americans rely on us, we quickly implemented new safety policies and protocols guided by trusted sources of clinical information, including the CDC and WHO.

## Getting personal protective equipment to the front lines

COVID-19 triggered widespread shortages of personal protective equipment (PPE), posing a tremendous challenge to the U.S. health care system. We prioritized our health care providers and professionals and our front-line colleagues in distributing PPE, which also allowed us to keep our nearly 10,000 stores open so our customers could stay adherent to their medications and get the items they needed.

Today, all colleagues reporting to a CVS Health worksite are required to wear a protective face covering. We have provided face coverings to all colleagues and they may also

choose to wear their own as long as it meets our safety requirements. Front-line health care providers have additional requirements and are provided with all equipment deemed necessary to protect them in their role, such as goggles, gloves, face shields and gowns. Since March, we have distributed more than 22 million face masks, 71 million pairs of gloves, 32 million ounces of hand sanitizer, 50,000 gowns and 64,000 face shields to colleagues across the Enterprise. Our safety team has fit-tested and trained more than 1,000 colleagues for N95 respirators along with other PPE requirements to provide colleagues performing COVID-19 testing with the highest level of protection.



## Keeping our Colleagues Safe and Our Essential Operations Running

**Social distancing practices:** Floor decals and signage in all CVS Pharmacy locations and other work sites provide markings to help customers and colleagues maintain social distance and move throughout spaces safely.

**Enhanced cleaning protocols:** Hourly sanitizing procedures have been implemented for all high-contact surfaces, including registers, counters and break areas. Any location with a positive COVID-19 occurrence undergoes deep cleaning.

**Hand sanitizers and cleaning supplies** are regularly provided and replenished for colleague use.

**Temperature checks:** All colleagues are required to have their temperature taken upon reporting to their worksite with touchless thermometers.

**Self-screening protocols:** All colleagues are required to complete a short health screening questionnaire upon reporting to their worksite.

**Enhanced workspace and common areas:** Every CVS Health worksite has been evaluated by our safety team and reorganized to comply with safety guidelines. This has included removing furniture in break rooms and waiting areas, closing conference rooms, and ensuring social distance can be maintained in restrooms.

**Plexiglass barriers:** Barriers have been installed at all registers and pharmacy service areas for additional protection and separation from patients.

### **Piloting workplace testing solutions**

Select CVS Health operations facilities and distribution centers have begun exploring a range of testing solutions to slow the spread, particularly in areas where the virus is more prevalent. At one distribution center, we have implemented on-site rapid testing for colleagues on a periodic and pre-scheduled basis. At some Caremark operations facilities, we have begun offering colleagues the option to utilize self-swab tests at nearby CVS Pharmacy locations. We are evaluating the effectiveness and viability of these testing options to inform strategies across the Enterprise.

### **Keeping colleagues home when they are sick**

Many of our part-time colleagues rely on their jobs with CVS Health to provide for themselves and their families. On March 22, we made 24 hours of paid sick leave available to all part-time colleagues, ensuring that no colleague felt they needed to come to work when sick. This paid sick leave was in addition to the 14-day paid leave provided to any colleague who tests positive for COVID-19 or needs to be quarantined as a result of potential exposure.

Through mid-July, approximately 11% of available paid sick time was being utilized. Approximately 3,400

colleagues have been placed on paid leave as a result of a confirmed positive diagnosis, and approximately 7,300 more have been placed under a paid quarantine leave.

### **Maintaining colleague health and wellness**

As Aetna medical plan members, our colleagues and their covered dependents have access to enhanced offerings to provide immediate support and financial relief during the pandemic, including telemedicine visits at no cost to the member, waived deductibles for inpatient COVID-19 treatment, waived early refill limits on prescriptions, and concierge-level outreach for at-risk members. We continue to see increased usage of our Resources for Living employee assistance plan and counseling benefits, including the addition of peer counseling through 7 Cups. We've also taken a number of steps to support colleagues who may have delayed care due to office closings, including special financial consideration for surgeries that were scheduled to take place in the previous plan year, premium rebates, and flexible spending account grace periods and rollovers. We have also utilized the provisions of the CARES Act to help individuals meeting specific eligibility criteria to withdraw or borrow money from their 401(k) accounts.





### Providing emergency relief

Our CVS Health Employee Relief Fund (ERF) supports colleagues facing unforeseen financial hardships and, since its inception in 2011, it has provided nearly \$6 million in grants to thousands of colleagues. Beginning on April 1, the ERF began supporting colleagues making less than \$75,000 a year who had been impacted by COVID-19. Over the next two months, more than 3,000 colleagues received emergency grants of up to \$1,000 to cover emergency needs presented by the pandemic, such as safe housing, dependent care, cleaning and medical supplies, and more.

Total donations to the ERF, which is primarily funded through colleague contributions, have exceeded \$250,000 over the last six months.

### Supporting our caregivers with dependent care assistance

When daycares, schools, and elder service providers began to close in March 2020, millions of working adults found themselves in the impossibly difficult position of full-time caregivers and employees. As we considered the greatest impacts the pandemic was having on CVS Health colleagues, we wanted to make sure transitional dependent care was available to them as quickly as possible.

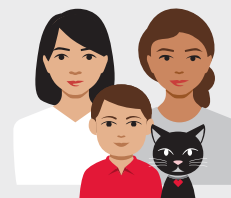
Through a new relationship with Bright Horizons and its network of in-home and center-based daycare providers, our temporary dependent

care assistance program offered colleagues up to 25 days of fully covered backup child and elder care. Care could be obtained through a Bright Horizons provider or through reimbursement of up to \$100 a day for a babysitter, friend or family member obtained by the colleague themselves. The majority of colleagues using this benefit chose the reimbursement option for caregivers they sourced themselves.

Nearly 15,000 CVS Health colleagues took advantage of this benefit over the course of a five-week program, intended to help serve as a bridge to more permanent solutions. Our data shows the program served the colleagues we knew would need it most; nearly 75% of colleagues who utilized the benefit work in CVS Pharmacy locations, and the majority of those colleagues earn less than \$60,000 a year.

### Essential worker bonuses

In recognition of the essential role our front-line colleagues play, CVS Health announced we would award bonuses to colleagues in April and May who continued to assist patients, customers and clients, on site, in our CVS Pharmacy locations and other offices or support locations. These bonuses were awarded to nearly 180,000 eligible colleagues each time.



## Dependent Care Assistance

“In March, I was faced with working full-time, from home, with two rambunctious toddlers in the house 24/7. It was challenging to say the least. I was in full panic mode. As soon as the benefit launched, I signed right up. I had a young woman, named Julissa, come to our house twice a week to entertain and play with the kids while I worked. They loved her, and everything was seamless and easy. If this benefit had not been available, I would have had to hire a sitter separately, which would have been a financial burden. I was so incredibly grateful for this benefit. It brought much needed relief as I navigated this new world of working full-time while taking care of my children simultaneously.” – Jessica Volante, project coordinator, CVS Health



## Creating More Than 60,000 New Jobs

In March we embarked on the most ambitious hiring drive in our Company's history, with a goal of hiring 50,000 new colleagues to meet increasing health care demands nationwide. This accelerated hiring drive included full-time, part-time and temporary roles in health care, retail, home delivery, member and customer service, and in our distribution centers. As of September 15, we had hired 63,000 colleagues since that announcement, including more than 11,000 retail store managers, 19,000 cashiers and 11,000 pharmacy technicians.

A new, accelerated hiring platform has provided prospective colleagues with a streamlined application process and 100% virtual hiring experience that can be completed in as little as one business day. Over the past five months, our Talent Acquisition team has held 147 virtual job fairs and conducted nearly 97,000 virtual interviews.

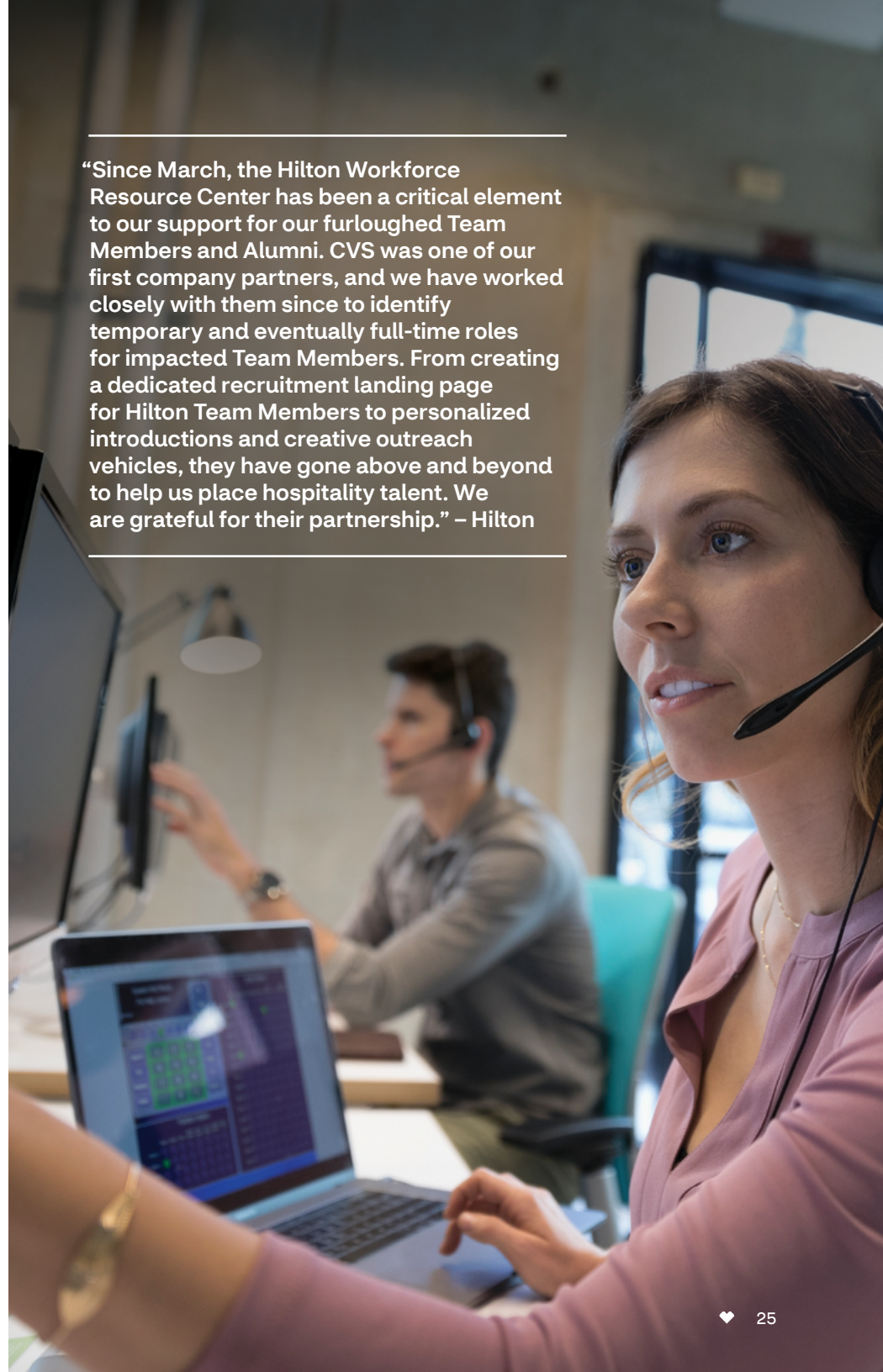
At a time when U.S. unemployment rates have soared to their highest levels in decades, CVS Health has infused our local economies with \$900 million in added wages. An additional 38,000 open positions are currently available.

More than 1,900 of our new positions have been filled by employees of CVS Health clients. Launched on

March 23 with Hilton and Marriott, our client program now provides more than 60 clients with a curated list of jobs most likely to match the client company's furloughed workers. This collaboration has allowed us to quickly shift qualified, pre-screened talent into temporary roles in member and customer service.

**"CVS Health was a great partner to us during the height of the COVID-19 pandemic. As we pivoted our business, we were grateful to partner with CVS Health as they created job opportunities for associates who needed immediate employment."**  
– Meghan Kelly, Head of Talent Acquisition at Gap Inc.

"Since March, the Hilton Workforce Resource Center has been a critical element to our support for our furloughed Team Members and Alumni. CVS was one of our first company partners, and we have worked closely with them since to identify temporary and eventually full-time roles for impacted Team Members. From creating a dedicated recruitment landing page for Hilton Team Members to personalized introductions and creative outreach vehicles, they have gone above and beyond to help us place hospitality talent. We are grateful for their partnership." – Hilton



# Supporting the Communities We Serve

In addition to ensuring the health and safety of our colleagues, during this time of great need, we have prioritized community investments that are directly impacting the public health challenges resulting from COVID-19. Our commitment to key issues we've worked to address for years, such as increased access to health care for underserved populations, has taken on a renewed urgency.



\$50 million in philanthropic actions



Virtual volunteerism from colleagues valued at \$400,000



77 community organizations supported across 36 states



1 million meals served



Nearly \$40 million in product donations

In response to the pandemic, we're committing \$50 million with a narrow focus on supporting our most vulnerable populations: school-aged children and their families, front-line workers, seniors and those who are underinsured or uninsured. We have the benefit of strong existing relationships to help us identify and address the most pressing needs within the communities we serve.

Our strategy has sought to provide immediate relief to address the challenges that emerged in the early days of the pandemic, including overwhelming demands for food and nutrition assistance, mental health support and personal protective equipment. It has also drawn on the longstanding commitments of the CVS Health Foundation and the Aetna Foundation to provide greater access to health care and address the social determinants of health, respectively. In all of this work, we've remained ready to shift gears at a moment's notice, providing greater flexibility and reimagining programs that have existed for years.



## Expanding Access to Health Care

Since 2014, we have worked with the National Association of Free and Charitable Clinics (NAFC) to support the needs of nearly 1,400 free and charitable clinics nationwide. These clinics have found themselves on the front lines of the fight against COVID-19, serving the uninsured and underinsured populations that are also most vulnerable to the virus.

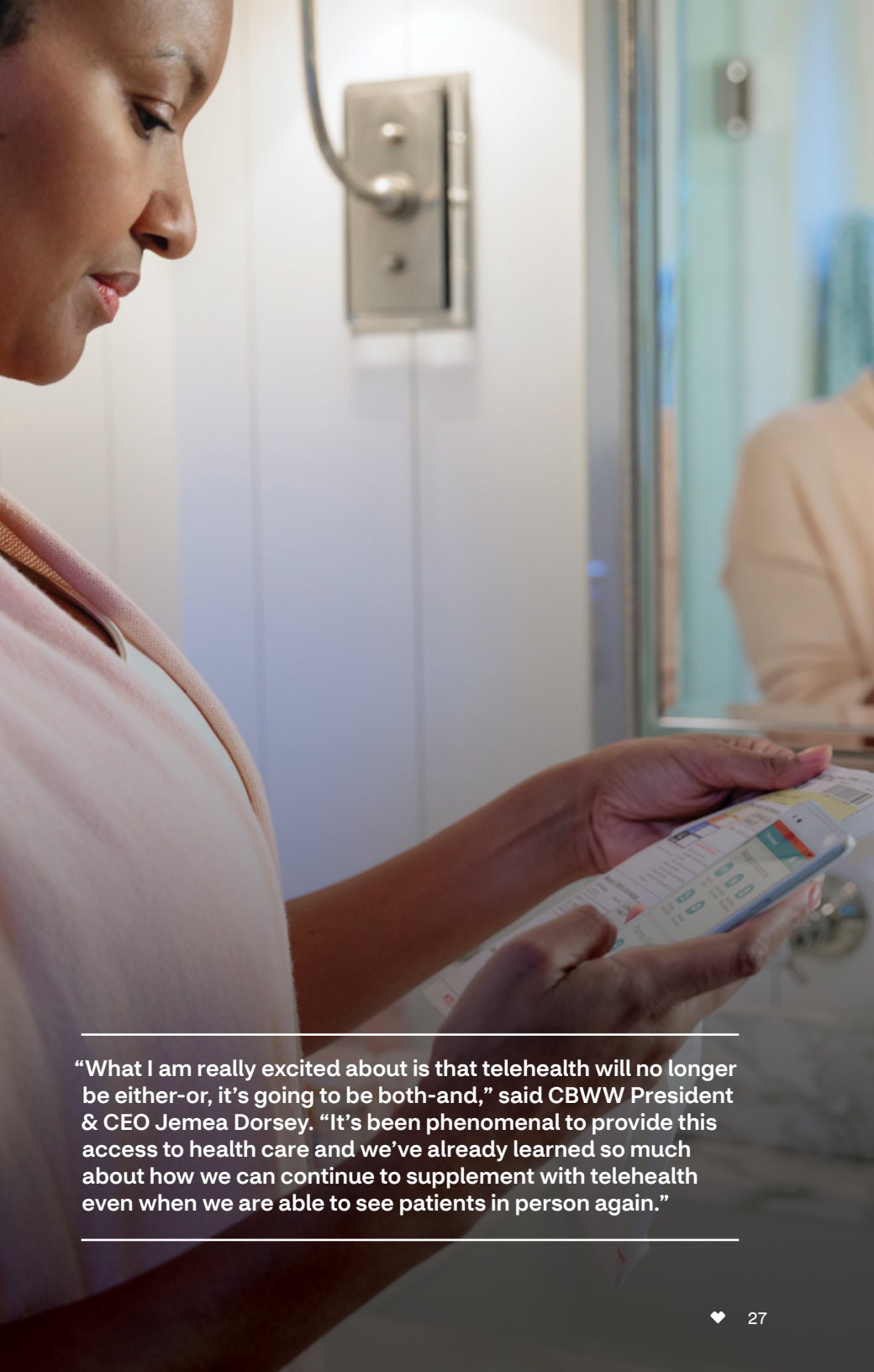
Recognizing the critical need for these populations to continue to receive care during stay-at-home orders, the CVS Health Foundation committed \$1 million to support telehealth and expand capacity for free health clinics across the country. In addition, CVS Health is funding \$1 million to California Free and Charitable Clinics for both telehealth services as well as programs addressing food insecurity.

### **Supporting telehealth at the Center for Black Women's Wellness**

Like most free and charitable clinics across the country, the Center for Black Women's Wellness (CBWW) relies on face-to-face interactions with its patients to achieve positive outcomes and engage its mostly volunteer provider base. For more than 30 years, CBWW has provided thousands of uninsured and underinsured Black women in the Atlanta community with access to quality health care, and COVID-19 necessitated a rapid acceleration of the Center's deployment of telehealth.

Combining a \$25,000 grant from the CVS Health Foundation with additional funding sources, CBWW has trained its volunteer providers on a new virtual platform, distributed testing and remote monitoring kits to patients, and ramped up its telehealth program to reach patients with chronic conditions who are also most vulnerable to severe impacts of COVID-19. Providers are screening patients for social determinants of health and have been able to connect many with additional resources, including grocery support, medication gift cards, and rent and utility assistance.

With its telehealth offering in place, the Center is providing some in-person care through the use of mobile units and looks forward to resuming in-person visits in September. Recognizing a need for additional behavioral health resources among patients, the Center has increased counseling services and is seeking a psychiatrist to join the team.

A woman in a white lab coat is shown in profile, looking down at a smartphone she is holding. The background is a clinical setting with a white door and a glass partition. The lighting is soft and professional.

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“What I am really excited about is that telehealth will no longer be either-or, it’s going to be both-and,” said CBWW President & CEO Jemea Dorsey. “It’s been phenomenal to provide this access to health care and we’ve already learned so much about how we can continue to supplement with telehealth even when we are able to see patients in person again.”

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# Supporting Our Health Care Professionals

CVS Health and the Aetna Foundation have committed nearly \$2 million to support the broader health care community of professionals across the country in accessing much-needed personal protective equipment and behavioral health services. Support to date has included:

- A \$500,000 contribution from the Aetna Foundation to the AmeriCares COVID-19 Mental Health and Psychosocial Support Project to help front-line health care workers, particularly those who serve low-income populations, improve their mental health awareness, knowledge and resiliency, and understand the mental health concerns impacting their patients.
- An additional \$500,000 donation from the Aetna Foundation to AmeriCares for the purchase of PPE.
- A \$220,000 contribution from CVS Health to support outpatient counseling for hospital-based employees through Give An Hour, an initiative that provides no-cost counseling to help health care workers manage trauma responses.
- Operational support from the Aetna Foundation for the Crisis Text Line's "For the Frontlines" initiative, to increase its capacity to support health care workers dealing with anxiety, stress, fear or isolation. Workers can text a dedicated number to connect with a trained Crisis Counselor.
- Curated resources for the American Nurses Foundation's Well-Being Initiative, a project focused on providing support to nurse leaders who are managing the personal and professional stresses of COVID-19.
- Providing our own colleagues with resources to build mental health resilience, including a relationship with 7 Cups, an online platform that connects people to a caring, emotionally supportive volunteer listener to prevent depression and anxiety.



## Breaking Down Barriers to Access PPE

"You rescued us because before, we didn't have any shields, we didn't have any goggles. I remember when your shipment came in, I had two isolation gowns left, and I was freaking out! I am so grateful. I'm going to be able to tell my nurses we don't have to worry. We are going to have enough gowns. We are going to have enough masks. We are going to be able to stay open... AmeriCares is not just helping us to be safe and provide care. AmeriCares is helping us to keep our door open and serve this bigger community too. It's just humans helping humans have a better life." – Josefina Clarivel Manzueta, BSN, RN, Clinic Coordinator, Neighborhood Clinic, Tacoma, Washington

The Aetna Foundation's support for AmeriCares has helped drive the delivery of more than 200 tons of personal protective equipment to health workers in U.S. COVID-19 hot spots. Shipments went directly to coordination bodies at the city and state level, hospitals and hundreds of safety-net clinics around the country. The AmeriCares COVID-19 response is focused on supporting health centers that serve the communities most severely impacted by the pandemic, including people who live in remote or marginalized communities, people who are displaced by conflict or crisis, and people who face barriers to health due to age, gender, race, ethnicity, religion or sexual orientation.



# Over 1 Million Meals Served

Demand at local food banks across the country has surged amid staggering unemployment, loss of access to school lunches and the disproportionate impact of COVID-19 on low-income communities. Local nonprofits have risen to the challenge to meet this demand and we've joined them to help.

To date, we've provided nearly \$1 million to organizations in local communities working to provide food to vulnerable populations, including a \$250,000 grant to Feeding America to pack and deploy emergency food boxes in the areas of highest need. We're also making nearly \$40 million in product donations to community organizations around the country.

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**Due to the COVID-19 pandemic, it is expected that more than 54 million Americans — including one in four children — will not know where their next meal is coming from.**

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## **Rounding up for Feeding America**

As retailers grappled with the challenge of a nationwide coin shortage caused by the pandemic, CVS Pharmacy piloted a “round up” donation option that turned an obstacle into an opportunity for our customers to give back. Through the month of August, we asked customers to round up their purchase to the nearest dollar, with 90% of their donation going to a local Feeding America food bank and 10% going to Feeding America. In the month of August, this campaign raised more than \$5 million for local food banks. We will continue this “round up” model for the remainder of the year to continue our support for Feeding America, in addition to our longstanding relationships with the American Cancer Society and the Alzheimer's Association.



## **Spotlight on Community Servings**

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For more than three decades, Boston-based Community Servings has been advocating the idea that “Food Heals.” What began in 1990 as a program to feed a small group of AIDS patients facing malnutrition has turned into a community hub that provides thousands of meals each month, job training, and more. The organization delivers medically tailored meals to individuals and their families affected by critical and chronic illness, and COVID-19 has only increased demand. With \$200,000 in grant funding from CVS Health to date, Community Servings hired a temporary workforce of kitchen staff and drivers. Over the course of two months, the organization distributed 30,000 entrées, to Boys and Girls Clubs, homeless shelters and the local mosque for its drive-through food distribution program.

## Finding New Ways to Have an Impact

COVID-19 has required us to think outside the box when it comes to long standing programs and support for community organizations. Over the past several months we've responded to acute needs within communities, reimaged our colleague volunteerism program, and ensured that students have what they need to continue learning.

### **Joining forces with American Lung Association to expand vaccine access**

Working alongside the American Lung Association, we shifted our traditional in-store fundraising campaign to focus on the impacts of COVID-19 on Americans living with lung disease. From June 21–July 25, customers were invited to make a donation at the register at their local CVS Pharmacy store or online to help provide the most at-risk populations with access to COVID-19 vaccinations when they become available. As part of our work to keep customers safe in our stores, we updated our IT protocols to allow the option to give without having to touch the debit reader. Our campaign, featuring Laura Dern, raised just under \$5 million, showing that our customers and colleagues want to join in our efforts to support those most impacted by COVID-19.

### **Spreading happiness and human connection during a time of social distancing**

Several holidays looked different this year as families celebrated with their loved ones while staying apart. At CVS Pharmacy locations across the country, we looked for new and creative ways to distribute inventory that wouldn't be purchased at the same rates, donating more than \$5 million of seasonal candy and other treats to local community organizations. We also surprised home prescription delivery and drive-thru customers with more than 3 million greeting cards for Easter, Mother's Day and Father's Day, helping them spread socially-distanced cheer to their loved ones.





### Embracing virtual volunteering

Our colleagues have always sought to donate their time and talents to build healthier communities. While COVID-19 has shifted the volunteer landscape, our colleagues' deep commitment continues to shine through. In April, we launched a new Virtual Volunteer program which includes opportunities to support our colleagues in giving back from the safety of their own homes. Through August, colleagues had logged nearly \$400,000 in value of virtual volunteerism. Volunteer opportunities include providing career advice for underserved youth through [CareerVillage.org](https://www.careervillage.org), sending well-wishes and handmade cards to those in need, and assisting the Red Cross' social engagement team.

### Helping local students thrive

As COVID-19 closed schools across the country, parents and educators were forced to figure out how, with little warning, to transition all students to remote learning. While teachers adjusted syllabi and schools invested in education software, a more basic need quickly became apparent in households across the country: not every student had a computer with internet access, but they were all soon going to need one. In our hometown of Woonsocket, RI, we were prepared to help. When the Rhode Island Foundation issued a challenge to businesses and individuals in the

state to support the Rhode Island Department of Education (RIDE), we made a \$150,000 donation to provide 750 Chromebook laptops to students in grades three through five. This donation helped to close the technology gap for Woonsocket students and provided every pre-K through grade 12 student in the district the technology they need to succeed at remote learning.

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**“Upon learning in March that the students in Woonsocket would be moving to distance learning, I reached out to Supt. Patrick McGee and to the Rhode Island Department of Education to work to secure Chromebooks for our students,” said Woonsocket Mayor Lisa Baldelli-Hunt. “The call was answered with the very generous donation of \$150,000 by CVS Health in collaboration with the Rhode Island Foundation and RIDE. I want to thank my community partners in enabling us to place hundreds of Chromebooks into the hands of children.”**

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### Continuing Tobacco-Free Programming

A major part of our Be The First youth tobacco prevention strategy involves school-based curriculum. As schools transitioned to distance learning and virtual environments, many of our partners stepped up to provide teachers and students with added digital resources. For example, our partners at Discovery Education and the CATCH Global Foundation quickly pivoted to add additional online and video materials to their Be Vape Free e-cigarette prevention curriculum. This included a first-ever remote-filmed virtual field trip, daily resources for parents, and a new video topic series in lieu of an in-person self-paced module for students. Similarly, the team at Stanford School of Medicine added a remote learning module to their Tobacco Prevention Toolkit, and also provided communities with information on the association between youth e-cigarette use and COVID-19.

# The Path to Better Health — in 2020 and Beyond

Transformation of our health care system is long overdue. COVID-19 has accelerated the need for innovation and prompted consumers to expect even more convenience, affordability and simplicity in health care delivery. At CVS Health, we see an opportunity to deliver on these heightened expectations and accelerate our work toward solutions that we believe will have long-term sustainability.

This unprecedented moment has demonstrated to us that our strategy is on track. Today's path to better health means more localized, simplified, personal care that leads to dramatically improved health care outcomes and costs. COVID-19 has also emphasized the critical importance of addressing public health challenges related to longstanding racial disparities, as well as the value of telehealth and data analytics in improving health care access for all.

Over the past several months, we've had to shatter old ways of doing things, think big and get comfortable bringing forward solutions that aren't perfect but answer the immediate and unique needs of our communities. We're proud to continue to serve our communities throughout this pandemic and beyond, helping even more people on their path to better health.



Our 2020 Path to Better Health study was fielded in mid-March 2020, just as the effects of COVID-19 were beginning to be felt in the U.S. With a global pandemic as the backdrop, we asked consumers and providers their thoughts on the state of health care in the U.S. While certain attitudes may have shifted as a result of COVID-19, including those relating to telemedicine and mental health, the study revealed people are hungry for change. Consumers are no longer just concerned with affordability and accessibility. They're paying closer attention to mental health and whole-body health goals and are turning to technology for support. By simplifying the way people engage in their own health, CVS Health can help lower costs and enable better outcomes. As an omnichannel health care company, we are uniquely equipped to deliver human-centered care — in store, in home and in hand.



**Health is everything.®**