

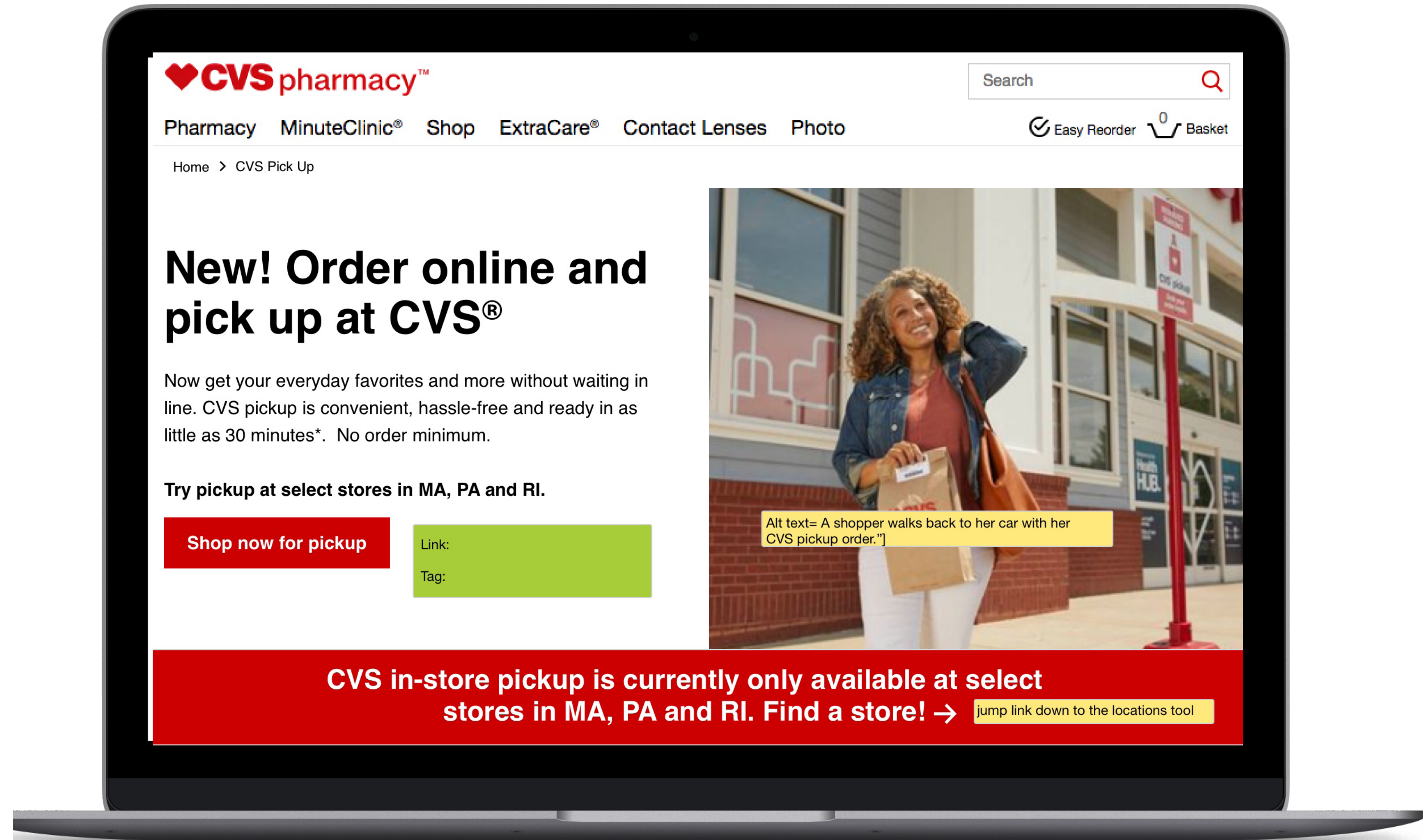
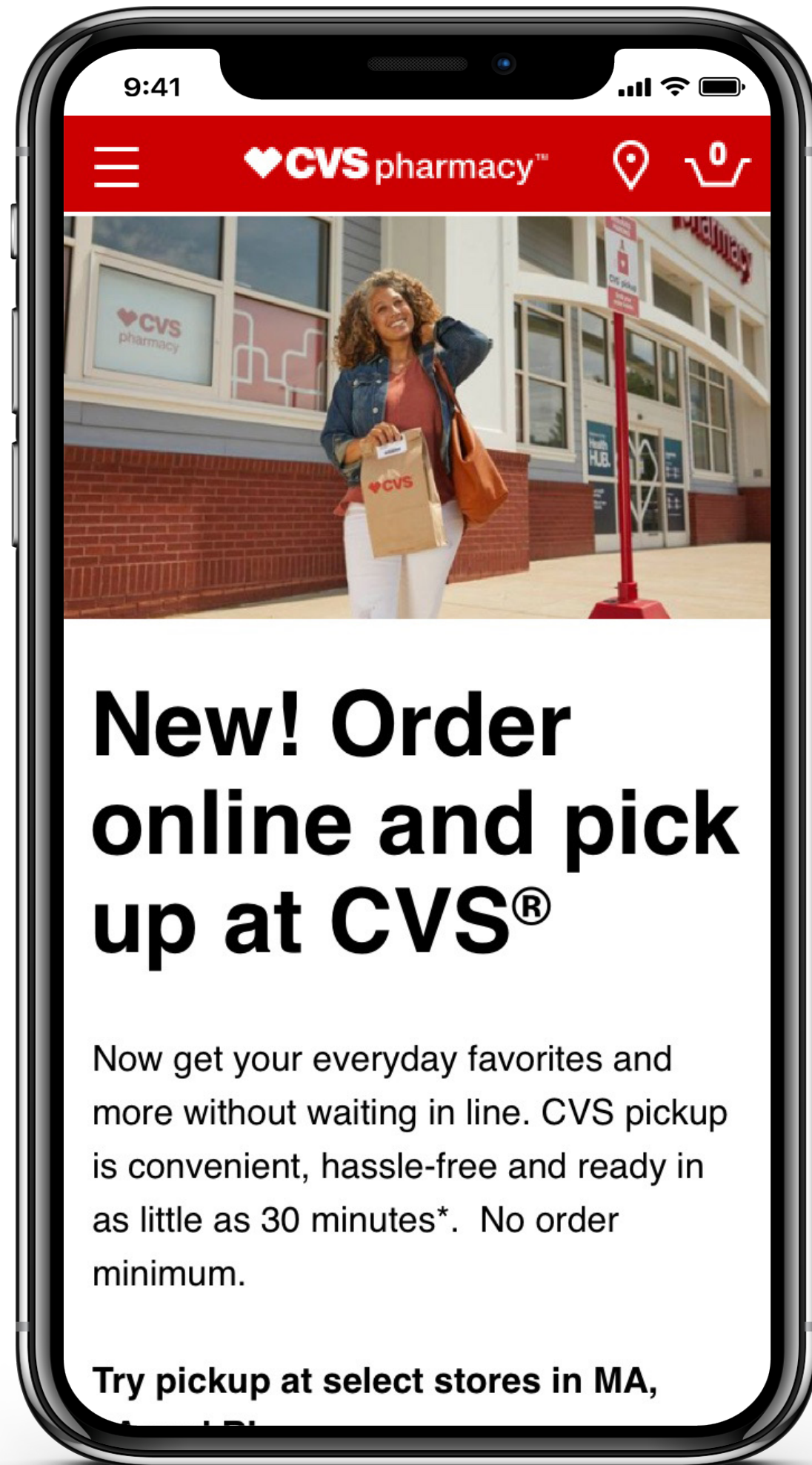


Landing pages


1: Buy Online, Pickup In Store

2: The official CVS Pharmacy COVID-19 resource page

.COM screen view



.COM - Full layout



New! Order online and pick up at CVS®

Now get your everyday favorites and more without waiting in line. CVS pickup is convenient, hassle-free and ready in as little as 30 minutes*. No order minimum.

Try pickup at select stores in MA, PA and RI.

[Shop now for pickup](#)

CVS in-store pickup is currently only available at select stores in MA, PA and RI. Find a store! →

How to order pickup at your local CVS.


Step 1: Shop for your items on CVS.com®.

Step 2: Select in-store pickup for your entire order or just the items you want right now.

Step 3: Order and pay online. Your order will be ready as little as 30 minutes!

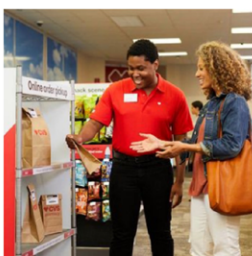
Step 4: You'll get an email alert when your order is ready to grab and go.

Step 5: Find your bag(s) marked with your name and order number.* Pick up and enjoy!



Out of stock? We've got you covered.

When you opt into substitutions, our colleagues will find the best alternative if an item is out of stock.



Order pickup at CVS stores in MA, PA and RI.

Find a store piloting pickup near you and place a grab-and-go order.

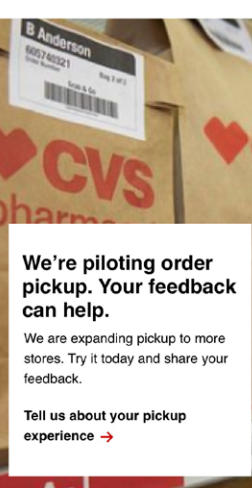
Enter ZIP Code

[Find a location](#) 20 mile radius

< X-X of X results 12 >

Distance in miles	Store Address	Shop now >	Link Tag
2.11 miles	8491 SANTA MONICA BLVD WEST HOLLYWOOD, CA 90069	Shop now >	Link Tag
2.4 miles	9045 WILSHIRE BOULEVARD BEVERLY HILLS, CA 90211	Shop now >	Link Tag
2.52 miles	8490 BEVERLY BLVD LOS ANGELES, CA 90048	Shop now >	Link Tag
3 miles	9618 W PICO BLVD STE 501 LOS ANGELES, CA 90035	Shop now >	Link Tag
3.05 miles	1001 WESTWOOD BLVD. LOS ANGELES, CA 90024	Shop now >	Link Tag

< X-X of X results 12 >



We're piloting order pickup. Your feedback can help.

We are expanding pickup to more stores. Try it today and share your feedback.

[Tell us about your pickup experience →](#)

Frequently asked questions about CVS store pickup.

> Why is in-store pickup not available in my area? Where is your service available?

> When will my order be ready?

> How much does grab-and-go pickup cost?

> What are the pickup service hours?

> Where do I go in the store to pick up my order?

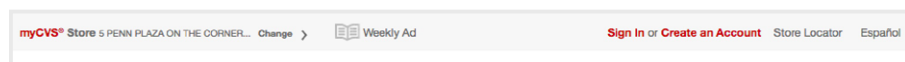
> What do I need to do to pick up my order?

> Can someone else pick up my order?

> How do item substitutions work?

> How long will CVS hold my order?

> Why are some items not available for pickup?




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[Shop now for pickup](#)



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Four steps to pick up your order and go


Step 1: Shop for your items on CVS.com®.

Step 2: Select in-store pickup for your entire order or just the items you want right now.

Step 3: Order and pay online. Your order will be ready as little as 30 minutes!


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Step 5: Find your bag(s) marked with your name and order number.* Pick up and enjoy!



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Find a store piloting pickup near you and place a grab-and-go order.

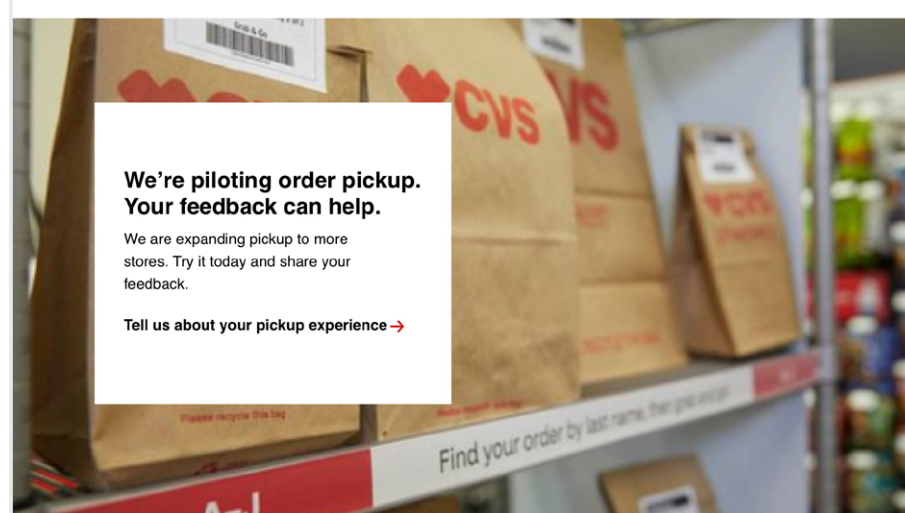
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[Find a location](#) 20 mile radius

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> Can someone else pick up my order?

> How do item substitutions work?

.COM - ZIP code finder states

submit state

Order pickup at CVS stores in MA, PA and RI.
Find a store piloting pickup near you and place a grab-and-go order.

Enter ZIP Code

[Find a location](#)

< X-X of X results 1 2 >

2.11 miles
1234 MAIN STREET
ANYWHERE, ST 12345
[Shop now >](#)

2.4 miles **FPO**
9045 WILSHIRE BOULEVARD
BEVERLY HILLS, CA 90211
[Shop now >](#)

2.52 miles
8490 BEVERLY BLVD
LOS ANGELES, CA 90048
[Shop now >](#)

3 miles
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< X-X of X results 1 2 >

warning/error state

Pickup is coming to your area soon.
In the meantime, CVS.com® is available for delivery 24/7.
[Shop online now >](#)

Order pickup at CVS stores in MA, PA and RI.
Find a store piloting pickup near you and place a grab-and-go order.

Enter ZIP Code

[Find a location](#)

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Order pickup at CVS stores in MA, PA and RI.
Find a store piloting pickup near you and place a grab-and-go order.

Enter ZIP Code
 [Find a location](#)

Frequently asked questions about CVS store pickup.

➤ **Why is in-store pickup not available in my area? Where is your service available?**

▼ **When will my order be ready?**

You can order get your order as little as 30 minutes. For same-day pickup, place an order 90 minutes before your store closes. Ordering later? We'll have it waiting for you the next day. See [local store hours](#).

For all pickup orders, we'll email you when your order is ready.

➤ **How much does grab-and-go pickup cost?**

➤ **What are the pickup service hours?**

➤ **Where do I go in the store to pick up my order?**

➤ **What do I need to do to pick up my order?**

➤ **Can someone else pick up my order?**

➤ **How do item substitutions work?**

➤ **How long will CVS hold my order?**

➤ **Why are some items not available for pickup?**

➤ **I see a hold on my card. What's that mean?**

➤ **What is your return policy?**

➤ **Need help with your pickup order?**

*FOR ORDER PICKUP: Simply place your order online and we'll have it waiting for you at the store in as soon as 30 minutes. Pickup service begins 1 hour after a store opens, and pickup service ends 1 hour before a store closes. All orders placed after the pickup service window will be ready for pick up the following day. Holidays may impact store pickup availability hours. CVS reserves the right to limit the quantity of items ordered for pickup, as well as the days of the year and daily hours this service is offered. When your order is ready, you'll receive a "Ready for pickup" email (separate from your order confirmation email) with additional instructions. To pick up your order, go in the store and find the bag marked with your name and order number. After picking up your order, we'll send a "Your order was picked up" confirmation email.

*FOR PRICING AND ITEM ELIGIBILITY: Store pickup is available at select CVS Pharmacy® locations. There is no charge or order minimum for the service. You'll receive the online price; online and in-store prices may differ. Not all items are eligible for store pickup. Restrictions include refrigerated items, like milk and eggs; age restricted items; and some oversized/overweight items. At this time, you can only select one store per order. Because each CVS store has a unique assortment of items, some items in your shopping basket may no longer be available if you change your pickup store. Items are subject to availability. You will not be charged should an item become unavailable or out of stock prior to pick up.

*FOR PAYMENT AUTHORIZATION: Once you place your order, we'll place a hold on your payment account for 6 days. Your item(s) will be held at the store for 3 days, starting from when you receive your "Ready for pickup" email. If you don't make it in by then, we'll cancel the order and refund your method of payment. However, your original payment could remain pending with your bank for up to 14 days, depending on your bank's policies. If you have any questions about your pickup order, please email customer-care@cv.com or call 1-800-SHOP CVS (1-800-746-7287). Have a question about returning a store item? Read our return policy.

Frequently asked questions about CVS store pickup.

▼ **Why is in-store pickup not available in my area? Where is your service available?**

The in-store pickup program is currently only available in select stores. More locations will be added soon. Find out if CVS pickup is available in your neighborhood by entering your ZIP code on our [home page](#).

▼ **When will my order be ready?**

You can order get your order as little as 30 minutes. For same-day pickup, place an order 90 minutes before your store closes. Ordering later? We'll have it waiting for you the next day. See [local store hours](#).

For all pickup orders, we'll email you when your order is ready.

▼ **How much does grab-and-go pickup cost?**

Store pickup is always free! This is no charge or order minimum for store pickup. You'll receive the online price; online and in-store prices may differ. .

▼ **What are the pickup service hours?**

Pickup service begins 1 hour after a store opens and ends 1 hour before a store closes. Store hours vary from location to location. See your [local store hours](#) before you head out the door.

▼ **Where do I go in the store to pick up my order?**

Check your "Ready for pickup" email or the CVS app. You'll see instructions on where to go in your store. Items will be available near checkout.

▼ **What do I need to do to pick up my order?**

We will send you a "Ready for pickup" email when your order is ready. Head to the store's checkout area and look for the bag(s) marked with your name and order number. Grab your order and be on your way.

▼ **Can someone else pick up my order?**

Yes! An alternate person can pick up your order as long as they have this information: the name of the person on the order and the order number.

▼ **How do item substitutions work?**

If an item in your order is out of stock, we can shop for something similar. Out-of-stock items will not be automatically substituted. You must opt into substitutions before you submit your pickup order.

When applicable, store colleagues will search for the appropriate substitution. If one is not available, the item will be canceled and the charge for that item refunded.

If you are not happy with the substitution, you may return the item to the store.

▼ **How long will CVS hold my order?**

We'll hold your order for 3 days from the date your order is ready for pickup. If you don't make it in by then, we'll cancel the order and refund your method of payment. Your original payment could remain pending with your bank for up to 14 days, depending on your bank's policies.

▼ **Why are some items not available for pickup?**

At this time, we currently don't allow pick up service for these things: refrigerated items, like milk and eggs; age restricted items; and some oversized/overweight items. By limiting certain items, we can ensure you're having the best pickup experience.

▼ **I see a hold on my card. What's that mean?**

Once you place your order, we'll place a hold on your account for 6 days. Your item(s) will be held at the store for 3 days, starting from when you receive your "Ready for pickup" email. If you don't make it in by then, we'll cancel the order and refund your method of payment. Your original payment could remain pending with your bank for up to 14 days, depending on your bank's policies.

▼ **What is your return policy?**

Most new, unopened items purchased from CVS Pharmacy can be returned to any CVS Pharmacy store within 60 days of purchase for exchange or refund. Read our [return policy](#).

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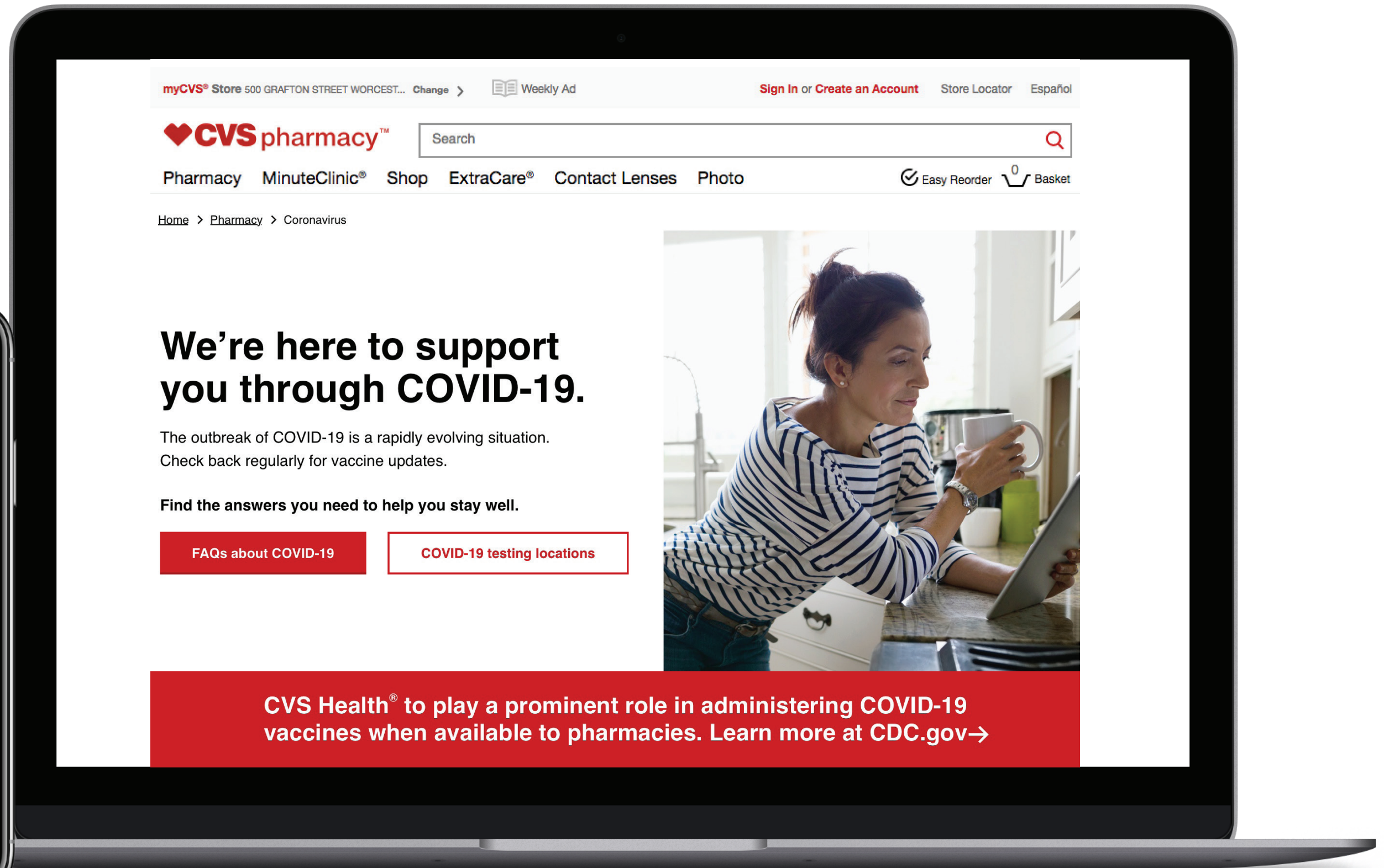
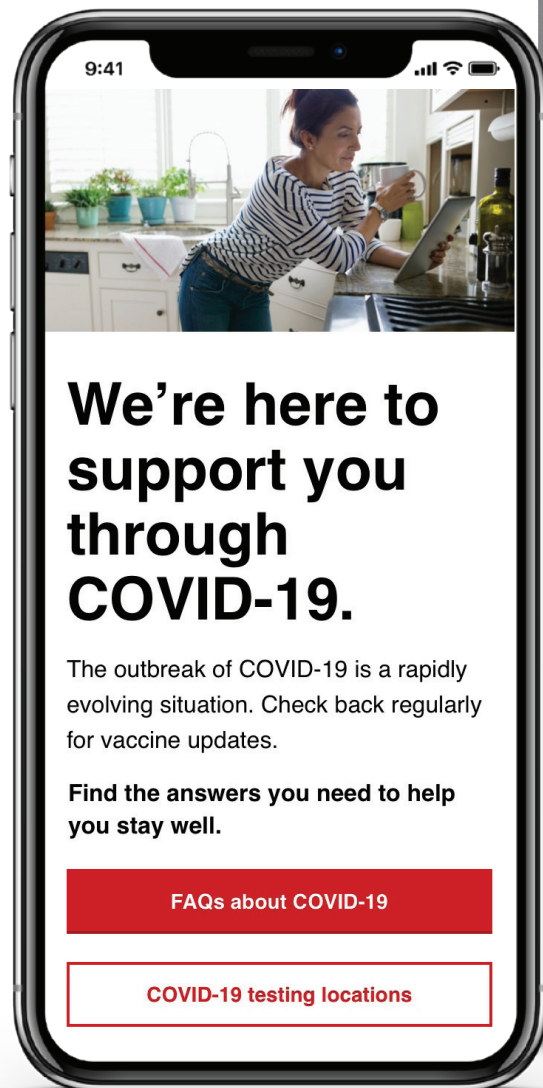
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COVID-19 Resource Page





We're here to support you through COVID-19.


The outbreak of COVID-19 is a rapidly evolving situation. Check back regularly for vaccine updates.

Find the answers you need to help you stay well.

[FAQs about COVID-19](#)

[COVID-19 testing locations](#)


CVS Health® to play a prominent role in administering COVID-19 vaccines when available to pharmacies. Learn more at [CDC.gov](#) →



New COVID-19 testing options available by appointment only.*

No-cost testing at select CVS Pharmacy® locations* →

No-cost rapid-result testing in select communities (no vehicle required) →



We're ready to safely administer the COVID-19 vaccine when available.

What to know about the COVID-19 vaccine:

- COVID-19 vaccines are proving to be 90 to 94% effective according to current data
- Two doses will be required to be effective per CDC guidance. One vaccine currently in development requires only one dose
- The vaccine will be no cost to you through your insurance or government aid


Why get the vaccine from CVS Health when available:

- Expertise with over 7 million COVID-19 tests conducted by CVS Health
- Experience safely vaccinating patients, including 20 million flu shots projected to be administered in the 2020 to 2021 season*
- Once the COVID-19 vaccine is available to pharmacies, schedule both doses at [CVS.com](#)® or via our app
- Safety of the COVID vaccine remains a top priority; CVS Health complies with all CDC's guidance for immunization services during the COVID-19 pandemic for safe delivery of vaccines


[Learn more about the COVID vaccine](#) →

We can help today. Here's how.


Our services help you and your family stay safe and feel well.




Get FREE delivery* on Rx & other store essentials →



MinuteClinic® now has more options for in-person and telehealth care* →




Book COVID-19 testing appointments at one of our 4,100+ locations →



Our CVS Pharmacy locations have been updated for your health and safety.

- Disinfectant wipe stations to wipe down your cart or basket
- Signage and floor markers to help you maintain a safe physical distance of 6 feet while in store
- Face coverings are required in our stores per CDC guidance*
- Regular cleaning of hard surfaces and frequently handled items
- New protective panels at checkout and pharmacy counters
- Fewer signatures required on our PIN pads



Slow the spread of COVID-19 where you live, work, study or shop.

Find official updates at [Coronavirus.gov](#) →

Get your state's COVID-19 hotline number →

Consider helping others with a plasma donation. Learn more at [FDA-recommended](#) →


See if you qualify to donate with the American Red Cross →

myCVS® Store 500 GRAFTON STREET WORCESTER... Change > Weekly Ad Sign In or Create an Account Store Locator Español

CVS pharmacy™ Search

Pharmacy MinuteClinic® Shop ExtraCare® Contact Lenses Photo Easy Reorder 0 Basket

Home > Pharmacy > Coronavirus




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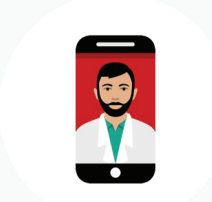


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See if you qualify to donate with the American Red Cross →



Keep informed to stay on your path toward health.

Review CDC guidelines and general information about coronavirus →

Get COVID-19 vaccine updates from the CDC →

For the latest COVID-19 guidelines and COVID

Frequently asked questions about COVID-19

About the COVID-19 vaccine

How is CVS Health working with the CDC to make the COVID-19 vaccine available?

CVS Health has entered into a contract with the Centers for Disease Control and Prevention (CDC) to be one of the official COVID-19 Vaccination Program Providers. When a COVID-19 vaccine is authorized by the FDA and available, the United States government will make a supply of the publicly funded vaccine available to CVS Health for administration.

Who is eligible to receive the COVID-19 vaccination under this contract?

Under this contract, vaccines for COVID-19 will be provide to patients consistent with the vaccination priorities established by the government. CVS Health will receive everything needed to administer the vaccine once it is authorized and available. This includes a supply of the publicly funded COVID vaccine and necessary supplies for its administration.

Will patients be charged for the vaccine?

No patient will be charged for the vaccine or for its administration.

The federal government will provide the vaccine. CVS Health will be reimbursed for the cost of administering the COVID-19 vaccine by the patient's insurance or, in the case of uninsured patients, the Health Resources and Services Administration (HRSA) program for uninsured patients. The Centers for Medicare & Medicaid Services (CMS) has established the reimbursement rates for administration of the vaccine for patients covered by Medicare as well as those covered by the program for the uninsured.

When will CVS Pharmacy begin offering the COVID-19 vaccine?

Once a COVID-19 vaccine (or vaccines) is (or are) authorized and available, CVS Health will work rapidly to make vaccinations available to the public consistent with the prescribed prioritization schedule.

How many doses of vaccine will be made available to CVS Health?

The federal government's allocation methodology will determine how many COVID-19 vaccines will be made available to CVS Health.

Which COVID vaccine will be offered? Will there be more than one type of vaccine for COVID-19?

The type of vaccine for COVID-19 made available to CVS Health will be determined by the federal government's allocation methodology.

Where will the vaccine be available under this contract?

The vaccine will be distributed to CVS Pharmacy retail locations per the agreement.

What processes are in place to manage and ensure appropriate booster shot administration (depending on the authorized vaccine)?

Patients will be required to make an appointment for their initial shot either online or through the CVS Pharmacy app. Patients scheduling a first dose of a vaccine will be prompted to schedule their booster dose appointment at the same time, if a booster shot is necessary. The scheduling system will automatically prompt patients to schedule the COVID vaccine booster dose within the appropriate clinical timeframe, while allowing enough time in case the appointment needs to be rescheduled. The patient will receive follow-up reminders to get the second dose.

Upon receiving their first dose, patients will receive a government-mandated vaccine card with all pertinent vaccination information. Detailed reporting will be shared with state, local or territorial public health authorities

In how many states will CVS Health be able to offer vaccinations for coronavirus?

CVS Health is prepared to provide vaccinations in all 50 states, as well as Washington, DC and Puerto Rico.

Who will be administering the vaccines — pharmacists, pharmacy techs or other health care providers?

Appropriate personnel under applicable state and federal laws and guidance will administer vaccines to patients. CVS Health immunizers are trained and certified according to company- and state-specific regulations. These immunizers may include pharmacists, pharmacy interns and trained pharmacy technicians, as well as nurse practitioners and physician assistants. All CVS Health immunizers are trained in the administration of immunizations and hold an active CPR certification.

Is it safe to get the COVID vaccine?

CVS Health will conduct all COVID-19 vaccination services in compliance with the CDC's guidance for immunization services during the COVID-19 pandemic for safe delivery of vaccines.

Is CVS Health ready to provide appropriate temperature-controlled storage of the vaccine, even if the approved vaccine requires extreme cold storage and cold-chain standards?

Yes. CVS Health is ready to appropriately store vaccines with the manufacturer's required temperature range.

Are other pharmacy chains also contracting with the federal government?

Yes, all the major national chains and a number of regional chains are helping the federal government administer as many vaccines as possible.

Is getting the COVID-19 vaccine similar to getting a flu vaccine?

Yes, the COVID vaccine process will be similar to receiving a flu vaccine, including appointment scheduling, which will be online at CVS.com or through the CVS Pharmacy app. CVS Health has ample experience in safely administering vaccines, including the projected administration of 20 million flu shots for the 2020 to 2021 season.*

Does this new vaccine agreement affect CVS Health's previous agreement to provide the vaccine to long-term care facilities?

No. CVS Health will continue to plan for the administration of on-site vaccination clinic services to residents and staff of long-term care facilities.

About COVID-19 and our response to the pandemic

▼ What you need to know about COVID-19

> CVS Health response to COVID-19

> MinuteClinic response to COVID-19

General COVID-19 testing questions

Who should be tested for COVID-19?

The CDC recommends those with symptoms of COVID-19 who have been in close contact with a person known to have COVID-19, or who lives in or have recently traveled from an area with ongoing spread of COVID-19 should contact their health care provider and be tested. The [CDC overview of testing](#) is intended to provide guidance and updates occasionally.

The CDC suggests giving the following patients high priority for testing:

- Hospitalized patients with symptoms
- Health care facility workers, workers in congregate living settings and first responders with symptoms
- Residents in long-term care facilities or other congregate living settings, including prisons and shelters, with symptoms

The CDC suggests prioritizing the following patients for testing:

- Persons with symptoms of potential COVID-19 infection, including fever, cough, shortness of breath, chills, muscle pain, new loss of taste or smell, vomiting, diarrhea and/or sore throat
- Persons without symptoms who are prioritized by health departments or clinicians, for any reason, including but not limited to public health monitoring, sentinel surveillance or screening of other individuals without symptoms according to state and local plans

The CDC suggests testing individuals without symptoms:

- Persons with known or suspected exposure to COVID-19
- All babies born to women with COVID-19 regardless of signs of infections
- Persons without known or suspected exposure to COVID-19 in settings that house vulnerable populations in close quarters for extended periods of time and/or settings where critical infrastructure workers could be disproportionately affected

infrastructure workers could be disproportionately affected

How can I access COVID-19 testing?

Patients who have concerns that they may have been exposed to COVID-19 or may have symptoms of COVID-19 should contact their health care provider to determine the need for a test. The test will likely consist of a nasal or pharyngeal swab that is then sent to a laboratory. Results may be available on site depending on the type of test. Please [visit the COVID-19 testing site](#) for more information.

I asked for a COVID-19 test but my doctor said I don't need one. What are my options?

Your doctor is in the best position to advise if testing is needed based on your symptoms. With tests in limited supply, providers are using a strict set of guidelines to determine when testing is appropriate.

If your symptoms change, contact your doctor again.

Why are you no longer offering testing at the large-scale rapid-result sites?

As we have greatly expanded our testing capacity through an efficient and accessible network of store-based drive-thru testing sites, we have ceased operations at our five large-scale rapid-result testing sites, effective Saturday, June 27.

CVS Health is currently operating more than 1,800 COVID-19 testing sites across the country at select CVS Pharmacy locations with the goal of expanding to approximately 3,000 testing sites by fall 2020, and is partnering with community organizations, long-term care facilities, employers and universities to expand testing for additional populations.

COVID-19 testing at CVS Pharmacy locations

How is CVS Health supporting testing efforts in local communities?

CVS Health is uniquely positioned to play a vital role in supporting local communities and the overall health care system in addressing the COVID-19 pandemic. Our ability to coordinate the availability of COVID-19 testing bolsters states' efforts to manage the spread of the virus.

In March, CVS Health opened a pilot drive-thru COVID-19 test site in a parking lot at a CVS Pharmacy store in Shrewsbury, MA in collaboration with the U.S. Department of Health and Human Services. This pilot helped inform the company's ability to improve upon and maximize drive-thru testing for patients.

In April, CVS Health worked with the U.S. Department of Health and Human Services and state governments in Connecticut, Georgia, Massachusetts, Michigan and Rhode Island to help increase access to rapid-result COVID-19 testing at large-scale sites in publicly accessible areas, which were available through June 30. Rapid-result testing sites in underserved communities are anticipated to be open for testing through through December 31.

Now CVS Health has expanded access to drive-thru COVID-19 testing and has established testing sites at more than than 4,500 locations across the country. Specimen samples from these drive-thru locations are sent to an independent, third-party lab. Results may take 2 to 5 days, or longer in some instances or in times of peak demand, and are viewable on the [patient's MyChart account](#).* MyChart is a medical records software program that many health care professionals, including MinuteClinic providers, use. It is free for the patient.

The drive-thru testing patient will receive an email with a link to view test results through their secure MyChart account.

How many drive-thru COVID-19 testing locations will open up and where are they?

CVS Health created more than 1,800 store locations across the United States offering drive-thru COVID-19 testing.

Go to the [COVID-19 testing page](#) to see locations and details.

Why are you expanding further?

Our pharmacies and MinuteClinic clinics are uniquely positioned to help address the pandemic and protect people's health. Building on the company's comprehensive efforts to help slow the spread of the virus, we can bring safe and effective testing options closer to home and help increase access to testing options for even more individuals. This allows us to continue to help slow the spread of the virus.

Will no-cost COVID-19 testing be available at all CVS Pharmacy locations? How are you selecting the CVS Pharmacy locations?

Testing will not be available at all CVS Pharmacy locations. These COVID-19 tests will not take place inside any retail locations, and CVS Pharmacy, HealthHUB and MinuteClinic will continue to serve customers and patients

CVS Health currently has more than 1,800 drive-thru testing locations across the country with the goal of expanding to approximately 3,000 testing sites by fall 2020. Through this effort we are hoping to provide access in areas of the country that need additional testing and are selecting CVS Pharmacy locations with this criterion in mind.

How many COVID-19 tests will you be able to do per day at each site?

Based on the availability of supplies and lab capacity, each site can conduct between 20 and 50 tests per day.

How much does it cost to get a test? Is the test covered by insurance?

We accept insurance at the test sites. However, under the Families First Coronavirus Response Act approved by Congress, patients should not have any out-of-pocket costs with their insurance. Uninsured patients will be covered under a program funded by the Department of Health and Human Services.

Do people still need to make an appointment online to get a test?

Yes, patients need to [make an appointment in advance online at CVS.com](#). Patients need to preregister, provide their insurance information as appropriate and verify their eligibility for testing. Once they have registered, the patient is provided with an appointment window for that same day or up to two days out.

Which criteria are you using to determine who can get a test?

COVID-19 testing will be available to eligible individuals meeting Centers for Disease Control and Prevention criteria, in addition to age guidelines. A physician's referral is not required.

Is testing available for health care workers and first responders?

Yes, first responders and health care workers are able to sign up if they believe they have been exposed through their work, if they have no symptoms but have a physician's referral, or if they are symptomatic.

What is the process when people arrive at the store for testing?

Patients are required to stay in their cars throughout the process. When a patient arrives at the store they will see clear signage directing them toward the pharmacy drive-thru window.

Once the patient arrives at the drive-thru window, a CVS Pharmacy team member will verify their appointment and identity and provide them with a test kit and instructions on how to properly perform a self-swab. The patient will also receive a packet of information on next steps to follow when the test results are available to them in a few days. The CVS Pharmacy team member will observe the self-swab process to ensure it is done properly. Once the patient has completed the self-swab, the patient will deposit the sample in a specifically designated and secure container outside the store.

Patient samples are then sent off-site to independent, third-party labs that are responsible for processing and delivering the results, which we then communicate to patients and are viewable through MyChart (see next question for more MyChart information).*

In select locations where there is no CVS Pharmacy drive-thru window, individuals with appointments will be directed to a location in the parking lot. They will be met by a CVS Pharmacy team member who will provide instructions and next steps.

The overall testing process is supervised and managed by a local MinuteClinic provider.

What type of test is performed?

MinuteClinic uses two types of COVID-19 testing to check for active infection. Rapid-result testing locations perform antigen testing, which returns results the same day. Lab testing locations perform polymerase chain reaction (PCR) testing, which returns results within 3-4 days. If you are getting your testing for a specific purpose such as travel, please ensure you are selecting the proper test required by your airline, destination or other requiring organization. Certain travel destinations and airlines do not accept rapid-result testing.

We do not administer antibody tests, which indicate whether the patient has been infected in the past.

How and when will I get results?

COVID-19 Resource Page Refresh

Results for rapid testing are generally returned on the same day of specimen collection (rapid testing locations are limited). For samples sent to our lab partners, average turnaround time for receiving results is 3-4 days.

When results are ready, an email is sent to notify the patient to view results through the patient's secure MyChart account* MyChart is a medical records software program that many health care professionals, including MinuteClinic providers, use. It is free for the patient and accessible as a convenient smartphone app.

No-cost COVID-19 testing in your community

What is CVS Health doing to increase testing access for underserved communities?

More than half of CVS Health's testing sites are located in counties that serve moderate- to high-needs communities, as measured by [the CDC's Social Vulnerability Index](#). The index tracks a variety of census variables, including poverty, lack of access to transportation, and crowded housing, that may weaken a community's ability to prepare for and recover from hazardous events like natural disasters and disease outbreaks.

Underserved and multicultural communities are being disproportionately impacted by the coronavirus pandemic. To help address this issue, CVS Health has partnered with national organizations such as the National Medical Association; local community groups, including free and charitable clinics and community colleges; state governments; and the U.S. Department of Health and Human Services to expand community-based testing in underserved areas in more than 10 cities.

[These community-based test sites are located at the facilities of our partner organizations](#), enabling us to tap into their networks to expand testing in areas of greatest need and reach people who may not otherwise have easy access to testing. These testing sites are designed to help reduce barriers that may limit access to testing for local residents. For example:

- Appointments are made by phone, so lack of internet access is not a barrier.
- Each site can accommodate walk-up testing, so access to a vehicle is not required.
- Signage is offered in English and Spanish.
- Testing is available to patients at no cost.

Learn more about [no-cost COVID-19 testing in the community](#).

Can you give us the operational details of these community testing sites?

We currently have community-based testing locations in select states and are exploring additional opportunities with our partners to expand this testing into more areas of need.

Visit our [no-cost COVID-19 testing page](#) for location details, contact numbers and hours of operation.

How does the testing process work at these community sites?

Our community-based sites offer rapid-result COVID-19 testing to eligible individuals who meet criteria established by the Centers for Disease Control and Prevention, in addition to age guidelines. A doctor's referral is not required. Patients will need to call the location in advance in order to schedule a same-day time slot for testing.

A vehicle is not required because testing can be accommodated in person and results will be provided on the spot. When the patient arrives at the testing site for their appointment, the nurse will collect a sample of nasal secretions using a nasal swab. The patient will then be directed to a waiting area to await the test results.

Will you be using the Abbott test?

The sample will be processed using the Abbott ID NOW™ COVID-19 test, which will deliver positive results in as little as five minutes and negative results in as little as 13 minutes. Once the test result is available, a health care professional will locate the patient to give them the test results. This will enable patients to receive results on-site along with a treatment plan and direction on appropriate actions to take related to quarantine and exposure tracing.

How long will the process take per patient? How long will it take to get the results?

The process will take approximately 30 minutes from the collection of the swab to the delivery of the results.

Can anyone get a test?

To be eligible for testing, patients will need to meet criteria established by the Centers for Disease Control and Prevention, in addition to age guidelines. Patients will need to preregister by calling the phone number for the specific site at which they wish to make an appointment.

Visit our [no-cost COVID-19 testing page](#) for location details, contact numbers and hours of operation.

How are patients notified if their appointments are canceled?

When an appointment is canceled because a site is closed unexpectedly, patients with scheduled appointments will receive a phone call to inform them about the cancellation and help them to reschedule.

Since you opened more than 4,500 testing sites at select CVS Pharmacy locations, why do you need these community sites?

CVS Health is uniquely positioned to play a vital role in helping support both local communities and the overall health care system in addressing the COVID-19 pandemic.

Working with our community partners is an important part of our comprehensive strategy to increase access to COVID-19 testing. This joint effort allows us to tap into the network of a trusted organization with strong community ties to further expand testing in areas of greatest need.

All of our community-based testing sites can accommodate walk-up testing, so access to a vehicle is not required. Appointments are made by phone so patients also do not need internet access to schedule an appointment. Testing is available to patients at no cost.

Where can I get more information?

You can find more information on COVID-19 at these links:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>

The information contained in these FAQs is subject to change at the discretion of CVS Pharmacy at any time, for any reason and without advanced notice.

[Find your COVID-19 state hotline →](#)

*FOR FREE RX DELIVERY OFFER: Free 1 to 2 day Rx delivery applies to orders from March 9 to December 31, 2020. Delivery is available for eligible prescription drug orders with qualifying prescription benefit programs and insurance plans. Order cutoff times may vary by delivery option and pharmacy location. 1 to 2 day delivery only available on orders placed Monday through Thursday. Delivery may be subject to delays. Not all delivery options are available to every address or from all pharmacy locations (CVS Pharmacy®, CVS Pharmacy at Target, CarePlus CVS Pharmacy® and Navarro® locations). Delivery fees apply and may vary by delivery option and location. Delivery of select nonprescription items is available with prescription delivery at participating locations. Nonprescription items are not available for delivery from CVS Pharmacy at Target locations. Selection of nonprescription items available may vary for online and in-store orders. Nonprescription items are charged at online prices, which may vary from store prices. Coupons, ExtraBucks® Rewards or in-store promotions with delivery may not be used with delivery orders. Online promotions cannot be used nor ExtraBucks Rewards earned with orders called into stores. Advance payment by credit, debit or FSA/HSA card required. In most cases, FSA/HSA cards may not be used for delivery fees. Other restrictions apply. Get details

*FOR COVID-19 TESTING: Testing requires preregistration, is only available based on specified screening criteria, and is conducted by MinuteClinic. COVID-19 testing at select CVS Pharmacy® locations is no cost with most insurance plans or through a federal program for the uninsured. COVID-19 testing does not eliminate the risk of transmission of SARS-CoV-2 or coronavirus disease 2019. Available testing procedures may produce false negative or false positive results due to a variety of factors.

*FOR DRIVE-THRU TESTING RESULTS: Lab samples are sent to an off-site laboratory and results may take 2 to 5 days or even longer in some instances or in times of peak demand. Based on the off-site lab's volume your response time may vary

*FOR TELEHEALTH: Video Visit and E-Clinic Visits are available in select states. To receive these services, you will be connected to a trusted third-party provider.

*FOR FACE COVERINGS IN STORE: Children under 2 years of age and people with medical conditions or disabilities who may be adversely affected by a face covering do not need to wear one.

*FOR FLU SHOTS: CVS Health is the retail drug leader in flu and expanded immunization. For the 2020 to 2021 season, CVS Health is projected to administer twenty million flu shots.

Thank you.