

# ScriptSync™

## Your prescriptions, ready together.

Now we can schedule  
your prescriptions for  
pickup at the same time.



[CVS.com/ScriptSync](https://www.cvs.com/ScriptSync)

**CVS/pharmacy®**

It's our pleasure to be able to offer ScriptSync™ to our patients, many of whom are on more than three prescriptions each month and make several trips to the pharmacy. This service will save them time, simplify the process and help them to stay on their medications.



## What to expect.

We'll work together to identify the eligible prescriptions\* you'd like to pick up together — whether you're picking up for yourself or you're a caregiver picking up for someone else.

Your refills will be coordinated for pickup on one pickup date each month, saving you trips to the pharmacy.

Before each pickup date, you'll receive a reminder call or text message\*\* letting you know your prescriptions are ready.

Online access allows you to quickly add or remove prescriptions at your convenience at [CVS.com/ScriptSync](https://www.cvs.com/ScriptSync). You can also call and speak to your local pharmacy team anytime you need to make a change.

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\* **Eligible prescriptions:** 30-day medications taken on a regular basis for an ongoing medical condition. Excludes controlled substances.

\*\* If you are enrolled in one of these communication channels.

# How it works.

## 1. ALIGN



Work with your pharmacy team to identify which of your eligible prescriptions you'd like included in ScriptSync™ and select your first ScriptSync pickup date\*.



Once your prescriptions and ScriptSync pickup date have been selected, our team will work with you to determine if alignment fills\*\* are needed, and we'll take care of the details from there.

## 2. PICK UP



Just prior to your first ScriptSync pickup date, you'll receive a call or text message† letting you know your ScriptSync order is ready.



On your scheduled ScriptSync pickup date, head over to your pharmacy to pick up your ScriptSync order.

† If you are enrolled in one of these communication channels.

## 3. MAINTAIN



Your prescriptions will be refilled on a recurring 30-day schedule. If we notice a prescription needs to be renewed, we'll take care of contacting your health care provider.



Visit [CVS.com/ScriptSync](https://www.cvs.com/ScriptSync) to access and manage your prescriptions and view frequently asked questions anywhere, anytime.

- View your prescription information
- Add or remove prescriptions from the ScriptSync service
- Verify the status of your ScriptSync order
- Confirm or change your ScriptSync pickup date

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\* **ScriptSync pickup date:** The date your ScriptSync order will be ready for pickup. We'll work with you to identify your first pickup date on the day that works best for you, based on the number of prescriptions you've chosen to fill and when you'd like to pick them up.

\*\* **Alignment fill:** A small amount of medication that helps get your refills on the same schedule. We'll only prepare an alignment fill if it looks like you'll run out of medication associated with your ScriptSync pickup date. To align prescriptions on a 30-day cycle, one or more additional co-pays may be required by your plan; your pharmacist will discuss if necessary.

# Access and manage your prescriptions online.

Viewing and updating your prescription information online is quick and easy. To get started, simply visit [CVS.com/ScriptSync](https://www.cvs.com/ScriptSync) and create an account. While online you can:



## View your prescription information.

Here you'll be able to view details about your medications.



## Add or remove prescriptions from your ScriptSync™ service.

For example, your health care provider may discontinue a medication, try a new medication or decide to prescribe a different dose of a medication you are already taking.



## Verify the status of your ScriptSync order for yourself and those for whom you care.



## Confirm or change your ScriptSync pickup date to a date that works for you.

[CVS.com/ScriptSync](https://www.cvs.com/ScriptSync) is available 24 hours a day, 7 days a week so that you can be sure your ScriptSync order is current.



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**Spend less time  
managing your  
prescriptions  
and more time  
enjoying your life  
with ScriptSync™.**

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# Your questions, answered.

## **ALIGNING YOUR PRESCRIPTIONS**

### **Which prescriptions are eligible for ScriptSync?**

We can coordinate select prescriptions that can be refilled every 30 days. Some medications, including 90-day prescriptions, aren't eligible at this time.

### **Will I need to order refills?**

No. We'll coordinate your refill dates and then refill your prescriptions together. We'll also contact your health care provider for a new prescription if we notice it needs to be renewed.

### **What is an alignment fill?**

An alignment fill is a small amount of medication that helps get refills on the same schedule. We'll only prepare an alignment fill if it looks like you'll run out of medication associated with your ScriptSync pickup date.

To align prescriptions on a 30-day cycle, one or more additional co-pays may be required by your plan; your pharmacist will discuss if necessary.

## **SCHEDULING YOUR PICKUP**

### **Can I change my ScriptSync™ pickup date?**

We'll work with you to decide on your first ScriptSync pickup date. Once ScriptSync starts, your prescriptions will be refilled on a recurring, 30-day schedule. You can work with your pharmacy team to change the date or change it online after your first ScriptSync pickup. Just prior to your ScriptSync pickup date, you will receive a call or text message\* letting you know your order is ready.

### **What happens if I don't pick up my ScriptSync order on my ScriptSync pickup date?**

Your ScriptSync pickup date is calculated based on the date you picked up your last ScriptSync order. If you don't pick up the order within 14 days, the medications will be returned to the pharmacy shelves. At that point, you'd need to reorganize a single ScriptSync pickup date together with your pharmacy team or online at [CVS.com/ScriptSync](https://CVS.com/ScriptSync)

### **Does it matter if prescriptions are filled at different locations?**

Yes. At this time, we can only coordinate refills at a single CVS/pharmacy® location. If you'd like to enroll other eligible prescriptions, we can help you transfer them to that location first.

## **MAINTAINING YOUR PRESCRIPTIONS ONLINE**

### **How can I manage my prescriptions online?**

Visit [CVS.com/ScriptSync](https://CVS.com/ScriptSync) to check your ScriptSync status, view upcoming refill dates, add or remove prescriptions from the service, change your ScriptSync pickup date and more. If you need additional assistance, your local pharmacy team will be happy to help.

## **COST**

### **Does it cost anything to sign up for ScriptSync?**

No. However, to align prescriptions on a 30-day cycle, one or more additional co-pays may be required by your plan. Your pharmacist will discuss if necessary.



**Still have questions?**

**See more FAQs at  
[CVS.com/ScriptSync](https://CVS.com/ScriptSync)**

\*If you are enrolled in one of these communication channels.

# Live your life. We'll look after your prescriptions.

With ScriptSync™, we'll coordinate your prescriptions so you can pick them up together, on a schedule that makes sense for you.

Go to [CVS.com/ScriptSync](https://CVS.com/ScriptSync) to:

- Add a prescription
- Remove a prescription
- Confirm or change your pickup date

Contact your pharmacy with any questions or changes to your prescriptions.

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My CVS pharmacy team

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Phone

[CVS.com/ScriptSync](https://CVS.com/ScriptSync)

**CVS/pharmacy**®