

Change in “Family Access” Feature through CVS

Due to MD, DC and VA regulatory and privacy constraints, the “Family Access” option in My Account was turned off on May 10. This online feature allowed members over the age of 12 to permit other adults to view Rx claims. Going forward, members will not be able to view Rx claim information for dependents who are 12 years or older. This change impacts the ability to access certain tools including:

- View My Orders
- Order and Transfer my Refills
- View my Prescription History
- Request a New Prescription

However, if a member wants to gain access to a dependent's information, they can contact CVS Customer Service at (800) 241-3371 for assistance.