

Frequently Asked Questions (FAQ)

Non-Study Specific Resources	
What does the non-discrimination and accessibility statement mean?	<p>CVS Life Sciences Solutions complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. CVS Life Sciences Solutions does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. CVS Life Sciences Solutions also provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communication with study team staff.</p> <p>If you have any additional questions or concerns around this policy, you can contact the study team at eConsentsupport@cvshealth.com or call 855-238-1769.</p>
If you believe CVS Life Sciences Solutions has failed to meet the standards of non-discrimination and accessibility statement	<p>You can file a grievance with the CVS Civil Rights Coordinator via mail, fax, or email.</p> <p style="padding-left: 40px;">CVS Civil Rights Coordinator Attn: 1557 Coordinator CVS Pharmacy, Inc. 1 CVS Drive, MC 2332 Woonsocket, RI 02895 Fax: 1-401-652-9935 Email: Coordinator1557@cvshealth.com</p>
General Study-Specific FAQs	
What is a survey study?	<p>A survey study is an observational, non-interventional study that helps to answer important questions about medications or treatments, and about the patients, such as how well a treatment or medication works and how the patients experience or cope with a certain condition.</p>
How did you get my information?	<p>CVS Life Sciences Solutions is one of many businesses owned and operated by CVS Health®. You may have visited or provided your contact information to one of our CVS Minute Clinic® and/or Pharmacies, for example. One of the services that CVS Life Sciences Solutions provides is to make individuals aware of research studies such as this survey study that may be of interest to them.</p>

Why am I receiving an invitation for this study?	You are being invited to participate in this survey study because you recently visited a CVS Minute Clinic®, had a test for COVID-19 and/or influenza (flu), and then tested positive for either or both SARS-CoV-2 infection (“Coronavirus Disease 2019” or “COVID-19”) and/or flu.
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What will happen if I take part in the survey study?	<p>The survey study lasts for 6 months. During this time, you will be asked to complete a total of 12 surveys online. These surveys ask questions about your health-related Quality of Life (QoL) and your ability to work and be as active as you were before getting COVID-19 and/or the flu.</p> <p>Steps to participate:</p> <ol style="list-style-type: none">1. If you have not done so already, please go to the survey study website cvscovidflu.studyenrollment.com to sign-up to participate.2. Next, you will automatically move to the screener survey. You will also receive an email with a URL link that will open up the screener survey.3. When the URL link is clicked (selected), it will open up the study screener where you will answer a few questions to see if you are eligible to participate.4. If you are confirmed eligible, you will receive another email with a URL link that will open up the Castor eConsent platform to set up your account.5. After your account is set up, you will receive an email with a URL link to the survey study's informed consent form (ICF).6. After clicking (selecting) the URL link, you will be taken to the ICF to read and complete.7. Once you have completed the ICF and electronically (virtually) signed it, you will receive an email with a URL link that will open up the 1st survey.8. When you click (select) the URL link in that email, you will be taken to the survey study website where you be able to read and complete all of the questions for the 1st survey. You will need to complete the 1st survey within the same day that you sign-up for participation. If you do not complete the 1st survey before it expires (closes), you will not be able to move forward in participation .9. After completion of the 1st survey, you will receive a \$25 virtual reward (gift) card directly sent to your
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What will happen if I take part in the survey study? (continued)

email.

10. An email with a URL link for each additional survey will be sent at Day 2, Day 3, Day 4, Day 5, Day 6, Day 7, Day 10, Week 2, Month 1, Month 3, and Month 6. Please click (select) the URL within each email and it will take you to the survey study website to read and complete all of the questions for the survey. After you complete the surveys for Day 2, Day 3, Day 4, Day 5, and Day 6, the virtual reward (gift) card that you had received will be reloaded with \$13 compensation for EACH survey completion. After you complete the surveys for Day 7, Day 10, Week 2, Month 1, Month 3, and Month 6, the virtual reward (gift) card that you had received will be reloaded with \$25 compensation for EACH survey completion. After you complete all 12 surveys, you will have received a total of \$240 compensation for your time and effort in the study.

<p>What will happen if I take part in the survey study? (Continued)</p>	<table border="1"> <thead> <tr> <th data-bbox="688 191 818 275">Survey</th> <th data-bbox="818 191 1170 275">Schedule</th> <th data-bbox="1170 191 1425 275">Receive Survey Email Invite</th> </tr> </thead> <tbody> <tr> <td data-bbox="688 275 818 401">1st</td> <td data-bbox="818 275 1170 401">Day 0 (Upon study enrollment)</td> <td data-bbox="1170 275 1425 401">Upon study enrollment</td> </tr> <tr> <td data-bbox="688 401 818 485">2nd</td> <td data-bbox="818 401 1170 485">Day 2 (±1 day)</td> <td data-bbox="1170 401 1425 485">Day 2</td> </tr> <tr> <td data-bbox="688 485 818 569">3rd</td> <td data-bbox="818 485 1170 569">Day 3 (±1 day)</td> <td data-bbox="1170 485 1425 569">Day 3</td> </tr> <tr> <td data-bbox="688 569 818 653">4th</td> <td data-bbox="818 569 1170 653">Day 4 (±1 day)</td> <td data-bbox="1170 569 1425 653">Day 4</td> </tr> <tr> <td data-bbox="688 653 818 737">5th</td> <td data-bbox="818 653 1170 737">Day 5 (±1 day)</td> <td data-bbox="1170 653 1425 737">Day 5</td> </tr> <tr> <td data-bbox="688 737 818 821">6th</td> <td data-bbox="818 737 1170 821">Day 6 (±1 day)</td> <td data-bbox="1170 737 1425 821">Day 6</td> </tr> <tr> <td data-bbox="688 821 818 905">7th</td> <td data-bbox="818 821 1170 905">Day 7 (±1 day)</td> <td data-bbox="1170 821 1425 905">Day 7</td> </tr> <tr> <td data-bbox="688 905 818 989">8th</td> <td data-bbox="818 905 1170 989">Day 10 (±1 day)</td> <td data-bbox="1170 905 1425 989">Day 10</td> </tr> <tr> <td data-bbox="688 989 818 1073">9th</td> <td data-bbox="818 989 1170 1073">Week 2 (±3 days)</td> <td data-bbox="1170 989 1425 1073">Day 14</td> </tr> <tr> <td data-bbox="688 1073 818 1157">10th</td> <td data-bbox="818 1073 1170 1157">Month 1 (±3 days)</td> <td data-bbox="1170 1073 1425 1157">Day 30</td> </tr> <tr> <td data-bbox="688 1157 818 1241">11th</td> <td data-bbox="818 1157 1170 1241">Month 3 (±6 day)</td> <td data-bbox="1170 1157 1425 1241">Day 90</td> </tr> <tr> <td data-bbox="688 1241 818 1325">12th</td> <td data-bbox="818 1241 1170 1325">Month 6 (±6 day)</td> <td data-bbox="1170 1241 1425 1325">Day 180</td> </tr> </tbody> </table>	Survey	Schedule	Receive Survey Email Invite	1 st	Day 0 (Upon study enrollment)	Upon study enrollment	2 nd	Day 2 (±1 day)	Day 2	3 rd	Day 3 (±1 day)	Day 3	4 th	Day 4 (±1 day)	Day 4	5 th	Day 5 (±1 day)	Day 5	6 th	Day 6 (±1 day)	Day 6	7 th	Day 7 (±1 day)	Day 7	8 th	Day 10 (±1 day)	Day 10	9 th	Week 2 (±3 days)	Day 14	10 th	Month 1 (±3 days)	Day 30	11 th	Month 3 (±6 day)	Day 90	12 th	Month 6 (±6 day)	Day 180
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<p>Will this survey study provide medical advice?</p>	<p>No. This study is not meant to provide any medical advice. It is best that you discuss any medical related questions with your current primary care clinician, doctor, or health care team. If you have an emergency, please dial 911.</p>																																							
<p>Does participating in this survey study change my treatment?</p>	<p>No. This study does not provide or change any treatment you might be receiving. You will continue to receive care from your current primary care clinician, doctors, and other health care providers as usual.</p>																																							

Do I have to participate in this survey study?	No, your participation is voluntary. This survey study includes only people who choose to take part. You can decide you do not want to be in this survey study. Even if you consent and say yes to participating, you can choose to stop participating at any time.
By opening the email, am I committed to enroll into the study and complete a survey?	No. All research is completely voluntary and you have the right to stop participating at any time.
How long will study participation last?	Your survey study participation will last approximately 6 months.
How many people will take part in the survey study?	We plan to enroll up to 1200 individuals in the survey study.
What if I decide to stop participating in the survey study later?	Even if you consent and say yes today, you can choose to stop participating at any time. You can ask questions at any time. Your decision will not affect your relationship with your health care practitioners or your health plan. There are no negative consequences if you choose not to participate in the survey study.

What if I miss a survey?	<p>During your survey study participation, you will be asked to complete 12 surveys over the course of 6 months. You will need to complete the 1st survey within the same day that you sign-up for participation in order to move forward in participation.</p> <p>After the initial 1st survey, you will also be asked to complete the remaining 11 surveys. For each survey, you will receive an email invite to complete the survey at that time. You may also receive reminders if you do not complete the survey in a timely manner. Each survey has specific deadlines for completion, which will be noted in the email invite.</p> <p>Although we encourage you to complete all 12 surveys, if you miss only 1 survey during Days 2 through Day 6 of your participation, you will still receive an invitation to complete the next survey. However, if you miss 2 consecutive surveys in a row during Days 2 through Day 6, you will not be eligible to move forward in the study. Once you reach Day 7 of your participation, you must complete the Day 7 survey and each following survey in order to move forward in the study. You will only be compensated for the surveys that you complete.</p>
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What if I miss a survey? (continued)	Survey	Schedule	Receive Survey Email Invite	Survey Window Closes (Survey Locks)
	1 st	Day 1 (Upon study enrollment)	Day 1	End of Day 1
	2 nd	Day 2	Day 2	End of Day 2
	3 rd	Day 3	Day 3	End of Day 3
	4 th	Day 4	Day 4	End of Day 4
	5 th	Day 5	Day 5	End of Day 5
	6 th	Day 6	Day 6	End of Day 6
	7 th	Day 7 (Week 1)	Day 7	End of Day 7
	8 th	Day 10	Day 10	End of Day 10
	9 th	Week 2	Day 14	End of Day 17
	10 th	Week 4	Day 30	End of Day 33
	11 th	Month 3	Day 90	End of Day 96
	12 th	Month 6	Day 180	End of Day 186
Are there benefits to taking part in the survey study?	Your participation in the survey study will help us understand COVID-19 and flu related outcomes.			
Who is financing and conducting this survey study?	Pfizer Inc. is the financial sponsor of this survey study, which is conducted by the CVS Life Sciences Solutions and Pfizer Inc. survey study teams.			

<p>How will information about me be collected and processed?</p>	<p>The Protected Health Information (PHI) that you provided during COVID-19 and/or flu testing registration process at cvs.com including, but not limited to, your name, date of birth, address, gender, race, ethnicity, contact information, and your responses to the testing registration questionnaire (collective, “PHI Testing Data”) will be deidentified and summary information will be included in the survey study.</p> <p>In addition, the PHI you share in your answers to the 12 Patient Reported Outcomes (PRO) surveys that are a part of the survey study will also be deidentified and summary information will be included in the survey study. These surveys ask questions about your health-related Quality of Life (QoL), ability to work, and to be as active as before your COVID-19 and/or flu diagnosis (the “PHI Survey Data”).</p> <p>The PHI Testing Data and PHI Survey Data will be accessed and combined with data from other survey study participants to form a combined set. This combined data set will be analyzed to understand how COVID-19 and/or the flu affects the way people feel and their ability to work or carry out daily activities over a period of time.</p>
<p>What is Real World Data (RWD) and where does it come from?</p>	<p>According to the U.S. Food and Drug Administration (FDA): Real World Data (RWD) is the data relating to a patient’s or participant’s health status and/or the delivery of health care routinely collected from a variety of sources. RWD can come from several sources, for example: electronic health records (EHRs), claims and billing activities, as well as product and disease registries.</p>
<p>What Real World Data (RWD) will be used in this study?</p>	<p>In line with the survey study protocol and with participants’ authorization (consent), CVS Life Sciences Solutions and other data service providers will collect Real World Data (RWD). Additional commercial RWD providers will be access or checked out as needed as the study progresses.</p>

What is tokenization?	Tokenization is the process where Personally Identifiable Information (PII) on file at a health or insurance provider, such as first and last name, sex, date of birth, and zip code, are used to create a unique ID tag, also called a token. Tokens are unique to the participant, de-identifiable, and irreversible. Commercial Real World Data (RWD) providers use tokens to link participant level datasets.
What is study tokenization (ST)?	Study tokenization is a process that uses Personally Identifiable Information (PII) on consented participants enrolled in an observational, non-interventional study to create a unique ID token or code that can be used to search records across commercial RWD providers. By tokenizing observational, non-interventional survey study data, companies gain the ability to link real-world data to survey study data without unblinding or unmasking the survey study or compromising the privacy of survey study participants.

What is a token?	<p>When the study team collects your Protected Health Information (PHI), we will create a unique code using information about you (such as your name and date of birth) and then will remove that information and any other information that can be used to identify you. This process is called “tokenization” and the unique code is called a “token.” This process is set up so that the “token” that is created cannot be used to identify you. This “token” can be used with other data sources that have created “tokens” to share your data without sharing your identity.</p> <p>CVS Life Sciences Solutions and the Sponsor will work with a company that has software that can match the same person across different data sources without knowing who the person is. The software will create the “token” or unique code using demographic information about you (such as your name and date of birth) and then will remove your demographic information and other information that can identify you through the “tokenization process.” The company working with CVS Life Science Solutions study team and the Sponsor will put all of your information from third parties together using this token. The Sponsor will not know who you are. However, once PHI has been disclosed to a third party, there is always a potential risk that PHI might be re-disclosed and if this occurs it may no longer be subject to federal privacy laws.</p>
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How will information about me be used with a token?	<p>A token will replace your personal information. When a token is created, it is based on a unique code created using information about you (such as your name and date of birth) and then will remove that information and other information that can be used to identify you. The token can be used with other data sources that have created tokens to share your data without sharing your identity.</p> <p>In addition to information the CVS life Sciences Solutions study team collects during your participation in the survey study (which is described in the main study portion of the informed consent form [ICF]), the Sponsor would like to collect medical information about you that was created as part of your routine medical care using the token. The sources of this information would include medical records at CVS Health®, as well as medical records and health information at your other providers, hospitals, pharmacies, and lab companies. All of this information about you will be anonymous so that the Sponsor will not know who you are.</p> <p>This medical information about you will be collected using a token during your study participation. This information will be kept and maintained for 15 years after completion of the survey study in a password-protected system and the token will only be used as described in the ICF.</p> <p>Only CVS Life Sciences Solutions study team will be able to link you to your information. Your information will be labeled with your survey study participant ID number (a “survey study code”) before it is reported to the Sponsor. No direct personal identifiers such as your name or date of birth are included in information given to the Sponsor.. Only select study staff at CVS Life Sciences Solutions will have access to the personal information that links you to the survey study code.</p>
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<p>When are study participant tokens used?</p>	<p>In general, tokens may be used during or immediately following a clinical study or survey study, or it may be many years later, depending on the study objectives, or goals, and participants' consent. In this survey study, information found in Real World Data (RWD) will supplement or add onto the data collected in the online surveys of this survey study. Tokens are specific to the survey study and will not be used to collect other participant data and will not be used after the study completes. Additional information on this can also be found in the Informed Consent Form (ICF) of this survey study.</p>
<p>What happens if I want to withdraw the use of my token?</p>	<p>You may withdraw your authorization for the use and disclosure of your health information and token in writing by contacting the Principal Investigator and CVS Life Sciences Solutions study team via email at eConsentsupport@CVSHealth.com. If you withdraw your authorization, you will no longer be able to participate in the survey study, your token will not be used from that point forward and will be removed or deleted, and no new information will be collected about you or from you by the CVS Life Sciences Solutions study team.</p>
<p>Will my medical and personal information be kept private?</p>	<p>CVS Life Sciences Solutions takes the security of your Protected Health Information (PHI)/Personally Identifiable Information (PII) very seriously and has procedures in place to keep your PHI/PII secure. In the event that your PHI/PII is compromised, the study team will alert you and other survey study participants. It will be kept in a secure environment.</p>
<p>What security measures are in place to ensure data from the research is protected?</p>	<p>The participant's data or Protected Health Information (PHI)/Personally Identifiable Information (PII) information is collected by CVS Life Sciences Solutions and only available to CVS Life Sciences Solutions study team. Neither the participant ID nor the PII information entered by the authorized study staff is included in the token. CVS Life Sciences Solutions team has an agreement in place with the Sponsor to protect the confidentiality of your information.</p>
<p>How are tokens secured to ensure participant privacy?</p>	<p>The software to generate tokens is installed on CVS Life Sciences Solutions managed platforms. Only authorized users can use the application.</p>

How will the data be analyzed?	Study researchers and data scientists will analyze the data in aggregated (or combined), non-participant level form only, and you cannot be identified individually.
How will my information be used and shared?	The data collected from this survey study still be deidentified. That deidentified data will then be aggregated (or collected) with the response data from other participants.
What constituted de-identification of data under HIPAA (Health Insurance Portability and Accountability Act)?	De-identification methods recognized by the Health Insurance Portability and Accountability Act (HIPAA) are Safe Harbor and Expert Determination. You can find more information on Methods for De-identification of Protected Health Services (HHS) by visiting their website at www.hhs.gov/hipaa/for-professionals/special-topics/de-identification/index.html#rationale .
What are privacy concerns related to study tokenization (ST)?	<p>Use of participant specific de-identified token is designed to give participants' rights, safety, and wellbeing foremost importance. Good Clinical Practice (GCP) and Health Insurance Portability and Accountability Act (HIPAA) require that study participants be informed of how their data will be used and consent to that usage. The Informed Consent Form (ICF) is generally where that information is shared with the participant. Study team processes ensure that unrelated data is not collected, and that no data is collected if the participant withdraws consent.</p> <p>Personally Identifiable Information (PII) used to generate the token never leaves the CVS Life Sciences Solutions systems and is not shared with the Sponsor. Because the unique ID token does not contain PII and is irreversible, a participant cannot be re-identified using the ID token.</p>

<p>How is Good Clinical Practice (GCP) maintained in the study tokenization (ST) process?</p>	<p>Participants are informed about and must consent to their de-identified study data being created and used in analysis via the Informed Consent Form (ICF). The ICF language is reviewed and approved by the Institutional Review Board (IRB) as an additional layer of participant protection.</p> <p>The consent process is conducted only when an IRB or Independent Ethics Committee (IEC) has given approval or favorable opinion of the ICF or an exemption.</p> <p>Training is provided by CVS Life Sciences Solutions and the Sponsor to make sure that all individuals involved with the survey study are qualified to perform the associated survey study tasks.</p> <p>The process of creating and using participant tokens upholds requirements for accurate reporting, maintenance, and verification of electronic records, including protections for confidentiality in compliance with necessary regulations like Health Insurance Portability and Accountability Act (HIPAA) and Good Clinical Practice (GCP).</p> <p>Depending on the Real World Data (RWD) linked, a formal privacy review of tokenized datasets, or randomly generate alphanumeric strings that replace private or sensitive data elements, may be conducted to make sure that HIPAA de-identification or removal of personal identifying information requirements are met. The determination of making sure removal of personal identifying information requirements are met may also be done for each unique set of study and RWD data created for use in the survey study.</p>
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What are the benefits of study tokenization (ST)?	The objective of this survey study is to understand the impact of COVID-19 and influenza (flu) to your quality of life. To achieve this, and with your authorization, CVS personnel and study team staff will make every effort to obtain your medical record from Real World Data (RWD) such as hospital records, participants' primary care or other health care providers, electronic medical records, vaccine card, pharmacy records, insurance claims data, and/or other available sources.
Will the results be published?	The aggregated (or combined, not participant-level) study survey results may be published in scientific journals and/or presented at scientific meetings. No personal information will appear in any public or presentation.
Who can answer my additional questions about the survey study?	You can send your question(s) to eConsentsupport@cvshealth.com . The study team will get back to you within 1-2 business days. You may also contact the call center support team with your question(s) at 855-238-1769 .
Where can I find additional information on Real World Data (RWD) and tokenization?	You can find more information on Real World Data (RWD) and tokenization on the U.S. Food and Drug Administration (FDA) website at https://www.fda.gov/science-research/science-and-research-special-topics/real-world/evidence .
Expenses and Compensation Study FAQs	
Does participating in this survey study cost me anything?	There is no cost to participate in the survey study. Those who qualify to participate may earn up to \$240 in virtual reward (gift) cards for completing up to 12 surveys over 6-month participation.

Will I be compensated for my time for taking part in this survey study?

Participants will be reimbursed with Mastercard® virtual reward (gift) cards for their time spent completing the surveys. At the time of the participant sign up and before the 1st survey completion, you will be able to provide your email information to receive the virtual reward (gift) card to receive your compensation directly to your email inbox. Information will be provided with the virtual reward (gift) card on how to register and claim your Mastercard® virtual reward (gift) card when you receive the email with the virtual reward (gift) card. For the remainder of the surveys, your virtual reward (gift) card will be reloaded with the designated or assigned compensation amount based on the survey completed.

For each survey, you will receive an email invite from the survey study platform to complete the survey study at that time. You will also receive reminders if you have not completed the survey. After completion of surveys 1 and 7 through 12, \$25 will be loaded onto your virtual reward (gift) card. After completion of surveys 2 through 6, \$13 will be loaded onto your virtual reward (gift) card. You will only be compensated for surveys that you complete.

Please see the table below to see when you receive the virtual reward (gift) card and then compensation reloads for completion of a survey time point.

Survey	Schedule	Gift card
1 st	Day 1 (Upon study enrollment)	\$25
2 nd – 6 th	Day 2 – Day 6	\$13 (after completion of each survey)
7 th	Day 7 (Week 1)	<u>\$25</u>
8 th	Day 10	<u>\$25</u>
9 th	Week 2	<u>\$25</u>
10 th	Week 4	<u>\$25</u>
11 th	Month 3	<u>\$25</u>
12 th	Month 6	<u>\$25</u>

<p>How does the virtual (Mastercard®) prepaid reward card work?</p>	<p>Once the funds have been added and you have activated your card, you may use the virtual reward (gift) card anywhere debit cards are accepted. Restrictions may apply; see www.MyDashCard.com for more details.</p> <p>You can find more information about the virtual reward (gift) card by calling DASH support at 1-833-848-5768.</p>
<p>How do I register my virtual reward card?</p>	<p>To register your virtual Mastercard® reward (gift) card, visit www.MyDashCard.com to register online and claim your virtual Mastercard® reward (gift) card. Once you visit www.MyDashCard.com, you will click <i>Get Started</i>. Enter your proxy number (which is provided in the email with the virtual reward (gift) card) and then follow the prompts to verify your identity and set-up log in credentials.</p> <p>You can find more information about the virtual reward (gift) card by calling DASH support at 1-833-848-5768.</p>
<p>How can I check the balance on my virtual reward card?</p>	<p>To check your virtual reward (gift) card details and balance, scroll down from your dashboard and click <i>Manage Cards</i> to view the balance of the virtual reward (gift) card.</p> <p>You can find more information about the virtual reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-833-848-5768.</p>

<p>How can I receive email alerts to know that my virtual reward card has been reloaded?</p>	<p>In order for you to receive email alerts of a compensation reload to your virtual reward (gift) card, you will need to enable the feature by visiting www.MyDashCard.com or via the MyDashCard app.</p> <p>Once logged into your profile, you will need to go to “Notification Settings” and go to “Funds Added.” When at “Funds Added,” you will be able to click (or select) on the envelope icon. By clicking (or selecting) the envelope icon, this will enable the feature to allow for notification of a reload to the virtual reward (gift) card.</p> <p>You may also click (or select) the text bubble icon located next to the envelope icon and get SMS text notifications of reloads of the virtual reward (gift) card. Please note that Standard data rates may apply for SMS text notifications.</p> <p>You can find more information about the virtual reward (gift) card by calling DASH support at 1-833-848-5768.</p>
<p>How do I make purchases with the virtual reward card?</p>	<p>Provide your virtual reward (gift) card details to make online purchases where appropriate when making the online purchase or click <i>Add to Wallet</i> when in www.MyDashCard.com to add card details to your phone’s digital wallet for in-store purchases.</p> <p>You can find more information about the virtual reward (gift) card by calling DASH support at 1-833-848-5768.</p>
<p>Where would I find my virtual reward card?</p>	<p>If you do not see your virtual reward (gift) card in your email inbox, please check your spam or junk folder. The email with information for your virtual reward (gift) card may have accidentally been sent there instead.</p> <p>If you do not see it there, please contact the CVS Life Sciences Solutions team at eConsentsupport@cvshealth.com. The survey study team will get back to you within 1-2 business days.</p>

<p>Instead of a virtual reward card, can I request a physical card to be mailed to me?</p>	<p>Yes, once logged into the MyDashCard app or website, you can request a physical card by navigating to “More” on the home page and by selecting “Add Physical Card.” Verify your mailing address is correct and follow the prompts to have a physical card mailed to you. If your mailing address is incorrect, you can update it by contacting DASH customer services by calling 1-833-848-5768 or by contacting the study team via eConsentsupport@cvshealth.com.</p>
<p>Once requested, how long will it take for me to receive the physical reward card?</p>	<p>Once you request a physical reward (gift) card, the card takes about 3 to 5 business days to create. Once your physical reward (gift) card is created, the card will then ship standard United States Postal Service (USPS) shipping to the address on file. There is no tracking available for shipping but shipped cards typically take about 5 to 7 business days to arrive.</p> <p>If you wish to have your physical reward (gift) card arrive sooner, you can request for expedited shipping for an additional fee by contacting DASH customer services by calling 1-833-848-5768 or by contacting the study team via eConsentsupport@cvshealth.com. You must submit your request for expedited shipping by 11AM ET the day after the physical reward (gift) card is ordered. Please note that the additional expedited shipping fee will be applied to your physical reward (gift) card amount.</p>
<p>What if I want to update my shipping address after I request a physical reward card?</p>	<p>Once the physical reward card is issued and if you need to update your shipping address, you will need to go through DASH Support via www.MyDashCard.com or by calling 1-833-848-5768 and provide documentation of the address. Documentation is needed to prevent any fraudulent requests.</p>
<p>How does the physical (Mastercard®) prepaid reward card work?</p>	<p>Once funds have been added and you have activated your physical reward (gift) card, you may use the physical reward (gift) card for purchases anywhere Debit Mastercard® is accepted.</p> <p>You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-8333-848-5768.</p>

<p>How can I check the balance on my physical reward card?</p>	<p>You may check your balance 24 hours a day, 7 days a week by calling DASH support at 1-833-848-5768. Key in your card number and three-digit security code found on the back of the Card. You may also check your balance by visiting www.MyDashCard.com.</p>
<p>Can I make a purchase for more than the amount remaining on the physical reward card?</p>	<p>You may also spend the available balance on your Mastercard® prepaid physical reward (gift) card. You may pay the difference between the purchase price and the remaining value of the physical reward (gift) card with cash, check, another credit/debit card or another form of payment. This is subject to merchant's procedures.</p> <p>You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-833-848-5768.</p>
<p>What do I do if the physical reward card is declined?</p>	<p>If you still have available funds, a decline means that the amount authorized by the merchant is above the remaining balance on the physical reward card. Be sure the merchant is only authorizing an amount that is equal to or less than the current balance.</p> <p>You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-833-848-5768.</p>
<p>How long can I use the physical, Mastercard® prepaid reward card?</p>	<p>You may use your card until the balance is zero, or in the case of an expired card, a new card will be sent. If you do not receive a new card, you may call DASH support at 1-833-848-5768 to request a new card or visit www.MyDashCard.com for more information.</p>

<p>Why won't my physical reward card work at some pay-at-the-pump gasoline stations, hotels, car rental agencies, or other merchants?</p>	<p>Merchants may preauthorize amounts to your physical reward (gift) card based on the purchase type, potentially causing your physical reward (gift) card to decline if your physical reward (gift) card balance is not sufficient to cover the preauthorized amount. If the preauthorization amount is authorized, it will restrict those funds from use until the merchant presents the transaction for payment. To purchase gasoline, take your physical reward (gift) card inside and ask the attendant to charge in an amount equal to or less than the remaining balance on your physical reward (gift) card. To pay for rental cars, hotels, and other items or services where the merchant preauthorizes an amount, you may choose to hold the purchase using a personal physical reward card and, at the time of checkout/settlement, use your Mastercard® prepaid physical reward card to settle the final transactions amount.</p> <p>You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-833-848-5768.</p>
<p>Do I need a Personal Identification Number (PIN) to use my physical reward card?</p>	<p>A PIN is not required to make a purchase, simply select “credit” and sign the receipt. If you desire a PIN, call DASH support at 1-833-848-5768. Obtaining a PIN will enable you to withdraw funds at an ATM that displays the Mastercard® or PLUS logo or provide cash back with a transaction at merchants that permit this transaction type. Cash back transactions are subject to the merchant’s procedures. ATM transactions are subject to daily withdrawal maximums and the ATM owner’s procedures.</p> <p>You can find more information about the physical reward (gift) card by also visiting www.MyDashCard.com</p>

Are any fees charged to my balance for using the physical reward card?	<p>No fees are charged to your balance for using the physical reward (gift) card. If you lose your physical reward (gift) card or if it is stolen, a lost or stolen card replacement fee may be charged for the physical reward (gift) card replacement. See the Cardholder Agreement Terms and Conditions provided with the card for more details.</p> <p>You can find more information about the physical reward (gift) card by visiting www.MyDashCard.com or by calling DASH support at 1-833-848-5768.</p>
Can I load additional funds to the virtual (digital)/physical card?	<p>No, funds are only loaded through your program administrator.</p> <p>If you need any help with your funds, please contact the CVS Life Sciences Solutions team at eConsentsupport@cvshealth.com</p>
What if my reward card is lost or stolen?	<p>To report a lost or stolen card immediately, check your balance or get information via www.MyDashCard.com or call DASH support at 1-833-848-5768.</p> <p>Please note that if you lose your physical reward (gift) card or if it is stolen, a lost or stolen card replacement fee may be charged for the physical reward (gift) card replacement. See the Cardholder Agreement Terms and Conditions provided with the card for more details.</p>

Castor-Specific FAQs

Before I begin my participation, what internet (web) browsers should I use to complete the survey study?

For the best experience, please use the latest version of the following browsers:

- Google Chrome
- Mozilla Firefox
- Safari
- Microsoft Edge

These browsers are supported on any operating system. It is important to use an up-to-date browser for compatibility and to receive the latest security updates.

Please note that Internet Explorer is no longer supported. You may experience issues if you attempt to access the Castor eConsent platform using the browser.

For older browser versions, the Castor eConsent platform may function on the outdated browser versions. However, you may notice some minor impacts on the user interface. Outdated browsers also may not recognize the scripts running in the background, leading to potential issues when trying to complete the survey study.

I am not able to sign-up to participate/I am receiving an error message when trying to sign-up to participate	<p>Only individuals who were invited by the CVS Life Sciences Solutions team directly via email are able to participate in the survey study. If you did receive an email to participate in the survey study, please make sure you have entered your first name, last name, and date of birth in the sign-up fields correctly. This information is checked against CVS Life Sciences Solutions records to make sure that the potential participant signing-up to participate in the study matches our records.</p> <p>If the information is correct and you are still receiving an error message, please reach out to the CVS Life Sciences Solutions study team at eConsentsupport@cvshealth.com and they will be able to work with you on next steps and work with you to quickly resolve the issue.</p> <p>You will also want to confirm that your information is correct at your local CVS Pharmacy® and Minute Clinic®. Please contact staff at your local CVS Pharmacy® and Minute Clinic® to make sure your information is correct or if it needs to be updated.</p>
I completed the screener survey and was informed I was ineligible to participate	<p>For this survey study, there are strict inclusion and exclusion criteria in order to be able to participate. The screener questions make sure a potential participant is eligible to participate. If you were notified that you are ineligible and unable to participate in the study, it was because one of your responses in the screener may have deemed you ineligible to participate at this time. If you do truly believe there has been a mistake and you should be eligible to participate, please contact eConsentsupport@cvshealth.com and the CVS Life Sciences Solutions study team will review your responses with you.</p>

<p>I have not received the invite to sign the informed consent form</p>	<p>If you do not see the invite to sign the consent form in your email inbox, please check your spam or junk folder for emails coming from EDC Castor/CVS Clinical Studies.</p> <p>You can also contact eConsentsupport@cvshealth.com with help regarding the informed consent form. Please allow 1-2 business days for a reply. You may also contact the call center support team at 855-238-1769.</p>
<p>I cannot sign my Informed Consent Form (ICF)</p>	<p>Please contact eConsentsupport@cvshealth.com with help regarding the consent form. Please allow 1-2 business days for a reply. You may also contact the call center support team at 855-238-1769 to troubleshoot over the phone.</p>
<p>I am supposed to complete a survey today but I have not received the invite to start it</p>	<p>If you do not see the invite to start the next survey in your email inbox, please check your spam or junk folder for emails coming from EDC Castor/CVS Clinical Studies.</p> <p>You may contact eConsentsupport@cvshealth.com for help. Please allow 1-2 business days for a reply. You may also contact the call center support team at 855-238-1769.</p>
<p>A certain question is not appearing in the survey I need to complete today, why?</p>	<p>Depending on the responses you enter into a survey, you may not see a question appear due to the survey's design; some questions are dependent on an answer supplied in a previous question in order for them to appear while completing the survey.</p> <p>If you believe there is a mistake, please contact eConsentsupport@cvshealth.com. Please allow 1-2 business days for a reply. You may also contact the call center support team at 855-238-1769 to troubleshoot over the phone.</p>
<p>Can I change my email?</p>	<p>Yes, you can change your email and our study team will update it on the back end. All future surveys will go to the new email address once the updated email is processed.</p> <p>Please contact eConsentsupport@cvshealth.com with help to update your email. You may also contact the call center support team at 855-238-1769 to troubleshoot over the phone.</p>

I would like to opt out of SMS text notifications and reminders.	You can opt out of SMS text notification and reminders at any time during your participation. You will still receive email reminders for the survey study. To opt out of SMS text notifications, please contact the call center support team at 855-238-1769 or contact eConsentsupport@cvshealth.com .
I would like to withdraw from the survey study.	You can unsubscribe from the survey study at any time during your participation. To unsubscribe from the survey study, please contact the call center support team at 855-238-1769 or contact eConsentsupport@cvshealth.com .