

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>
Who do I call if I have questions about my prescription medication?	<p>If you have questions about taking your prescription medication, please contact your local CVS Pharmacist or call your doctor or healthcare provider.</p>
Who do I call if I think that I am having side effects from taking my Lyme medication?	<p>Call your doctor or healthcare provider for medical advice on side effects. To report suspected adverse reactions or side effects, you can contact the FDA at 1-800-FDA-1088 or www.fda.gov/medwatch.</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>

<p>How did you get my information?</p>	<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>
<p>Why am I receiving an invitation for this study?</p>	<p>You are being invited to participate in this survey study because you recently filled a prescription for a medication to treat Lyme disease (LD) at a CVS Pharmacy® and/or visited a CVS Minute Clinic® and received a confirmation of LD diagnosis.</p>
<p>What will happen if I take part in the survey study?</p>	<p>The survey study lasts for six (6) months. During this time, you'll be asked to complete a total of six (6) surveys online. These surveys ask questions about your Lyme symptoms and how Lyme disease has impacted your daily activities.</p> <p>Steps to participate:</p> <ol style="list-style-type: none"> 1. If you have not done so already, please go to survey study website cvslyme.studyenrollment.com to sign-up to participate. 2. Next, you will be asked to enter a one-time, six-digit code for authentication. The code will be sent to your email. If you do not see the code in your email, please double check the email that you provided at sign up as well as check your email or junk folder. 3. Once the code is entered, you will then move to the screener survey. You will also receive an email with a URL link that will open up the screener survey. This email is sent just in case you are disconnected when moving from sign up page to screener. You will need to answer the screener questions to see if you're eligible to participate. 4. If you are confirmed eligible, you will then move to the eConsent study platform to review and sign the Informed Consent Form (ICF). You will also receive an email with a URL link that will open up the eConsent study platform. This email is sent just in case you are disconnected when moving from screener to the ICF.

What will happen if I take part in the survey study? (Continued)

5. Next, click on ‘Sign Informed Consent Form’ to review and complete the survey study ICF.

6. Once you have completed the ICF and electronically (virtually) signed it, you will receive an email with a URL link to open the 1st survey.

7. When you click (select) the URL link in that email, you will be taken to the survey study website where you will be able to read and complete all of the questions for the 1st survey. You will need to complete the 1st survey within two (2) days from receiving the email in order to move forward to the next surveys. If you do not complete the 1st survey before it expires or closes, you will not be able to move forward in participation.

8. After completion of the 1st survey , you will receive a \$35 virtual reward (gift) card directly sent to your email.

9. An email with a URL link for each additional survey will be sent at 14 days, 30 days, 60 days, 120 days, and 180 days. 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 EACH survey, the virtual reward (gift) card that you had received will be reloaded with \$35 compensation for its completion. After you complete all six (6) surveys, you will have received a total of \$210 compensation for your time and effort in the study.

Survey	Schedule	Receive Survey Email Invite
1 st	Upon study enrollment (+2 days)	Upon study enrollment
2 nd	Day 14 (±3 days)	Day 11
3 rd	Day 30 (±7 days)	Day 23
4 th	Day 60 (±7 days)	Day 53
5 th	Day 120 (±7 days)	Day 113
6 th	Day 180 (±7 days)	Day 173

Will this survey study provide medical advice?	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.
Does participating in this survey study change my treatment?	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.
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 300 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.

<p>What if I miss a survey?</p>	<p>During your survey study participation, you will be asked to complete between six (6) surveys over the course of 6 months. You will need to complete the 1st survey within two (2) days from signing-up in order to move forward in participation.</p> <p>After the initial 1st survey, you will also be asked to complete the remaining five (5) 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 six (6) surveys, if you do miss one of the surveys following the first survey, you will still receive an invitation to complete the next survey. However, if you miss two (2) consecutive surveys in a row, you will not be eligible to move forward in the study. You will only be compensated for the surveys that you complete.</p>																												
<p>What if I miss a survey? (Continued)</p>	<table border="1"> <thead> <tr> <th data-bbox="651 1100 771 1266">Survey</th> <th data-bbox="771 1100 954 1266">Schedule</th> <th data-bbox="954 1100 1170 1266">Receive Survey Email Invite</th> <th data-bbox="1170 1100 1463 1266">Survey Window Closes (Survey Locks)</th> </tr> </thead> <tbody> <tr> <td data-bbox="651 1266 771 1392">1st</td> <td data-bbox="771 1266 954 1392">Upon study enrollment (+2 days)</td> <td data-bbox="954 1266 1170 1392">Upon study enrollment</td> <td data-bbox="1170 1266 1463 1392">Day 2</td> </tr> <tr> <td data-bbox="651 1392 771 1476">2nd</td> <td data-bbox="771 1392 954 1476">Day 14 (±3 days)</td> <td data-bbox="954 1392 1170 1476">Day 11</td> <td data-bbox="1170 1392 1463 1476">Day 17</td> </tr> <tr> <td data-bbox="651 1476 771 1560">3rd</td> <td data-bbox="771 1476 954 1560">Day 30 (±7 days)</td> <td data-bbox="954 1476 1170 1560">Day 23</td> <td data-bbox="1170 1476 1463 1560">Day 37</td> </tr> <tr> <td data-bbox="651 1560 771 1644">4th</td> <td data-bbox="771 1560 954 1644">Day 60 (±7 days)</td> <td data-bbox="954 1560 1170 1644">Day 53</td> <td data-bbox="1170 1560 1463 1644">Day 67</td> </tr> <tr> <td data-bbox="651 1644 771 1728">5th</td> <td data-bbox="771 1644 954 1728">Day 120 (±7 days)</td> <td data-bbox="954 1644 1170 1728">Day 113</td> <td data-bbox="1170 1644 1463 1728">Day 127</td> </tr> <tr> <td data-bbox="651 1728 771 1812">6th</td> <td data-bbox="771 1728 954 1812">Day 180 (±7 days)</td> <td data-bbox="954 1728 1170 1812">Day 173</td> <td data-bbox="1170 1728 1463 1812">Day 187</td> </tr> </tbody> </table>	Survey	Schedule	Receive Survey Email Invite	Survey Window Closes (Survey Locks)	1 st	Upon study enrollment (+2 days)	Upon study enrollment	Day 2	2 nd	Day 14 (±3 days)	Day 11	Day 17	3 rd	Day 30 (±7 days)	Day 23	Day 37	4 th	Day 60 (±7 days)	Day 53	Day 67	5 th	Day 120 (±7 days)	Day 113	Day 127	6 th	Day 180 (±7 days)	Day 173	Day 187
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Are there benefits to taking part in the survey study?	There are no direct healthcare benefits to participating in this study. Your participation in the survey study will help researchers understand Lyme disease symptoms and how they impact people’s daily lives.
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 and Pfizer Inc. survey study teams.
How will information about me be collected and processed?	<p>The Protected Health Information (PHI) that you provided during prescription filling and registration process at cvs.com and/or at a CVS Pharmacy® 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 six (6) 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 Lyme symptoms and how they impact your daily life over the course of 6 months.</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 the long-term impacts of Lyme disease.</p>
Will my medical and personal information be kept private?	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.

What security measures are in place to ensure data from the research is protected?	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 the CVS Life Sciences Solutions study team. The CVS Life Sciences Solutions team has an agreement in place with the Sponsor to protect the confidentiality of your information.
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 will be deidentified. That deidentified data will then be aggregated (or collected) with response data from other participants.
What constitutes 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 .
Will the results be published?	The aggregated (or combined, not patient-level) study survey results may be published in scientific journals and/or presented at scientific meetings. No personal information will appear in any publication or any presentation.
Who can answer my additional questions about the survey study?	You can send your question(s) to eConsentsupportcvshealth.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)?	You can find more information on Real World Data (RWD) 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 \$210 in virtual reward (gift) cards for completing up to 6 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 (or digital) reward 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 each survey, \$35 will be loaded onto your virtual reward (gift) card. You will only be compensated for surveys that you complete.

Please see 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	Upon study enrollment (+2 days)	\$35
2 nd	Day 14 (±3 days)	\$35
3 rd	Day 30 (±7 days)	\$35
4 th	Day 60 (±7 days)	\$35
5 th	Day 120 (±7 days)	\$35
6 th	Day 180 (±7 days)	\$35

<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>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 service 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 three (3) to five (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 five (5) to seven (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 service 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 (gift) 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 providing 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 (gift) 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 (gift) 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	
<p>Before I begin my participation, what internet (web) browsers should I use to complete the survey study?</p>	<p>For the best experience, please use the latest version of the following browsers:</p> <ul style="list-style-type: none"> Google Chrome Mozilla Firefox Safari Microsoft Edge <p>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.</p> <p>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.</p> <p>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.</p>

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 an email with the one-time code from Castor.</p>	<p>If you do not see the email with the one-time code, please check to see if the email that you entered in at the time of sign up is correct. If correct, please check your spam or junk folder for emails coming from EDC Castor / CVS Clinical Studies. If incorrect, please try entering your information in again in the sign up. You should then receive the email with one-time code.</p> <p>You can also 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>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 contact eConsentsupport@cvshealth.com for 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 for 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. All future surveys will go to the new email address once the updated email is processed.</p> <p>Please contact eConsentsupport@cvshealth.com for help to update your email. You may also contact the call center support team at 855-238-1769 to troubleshoot over the phone.</p>
<p>I would like to opt out of SMS text notifications and reminders.</p>	<p>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.</p>
<p>I would like to withdraw from the survey study.</p>	<p>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.</p>