



You recently received a new PayFlex Card

According to our records, you recently received a new/re-designed PayFlex debit card. Read below for helpful information on how to get started with your new card.

Why did you receive a new PayFlex Card?

Our team has begun reissuing new PayFlex Cards in phases, regardless of the expiration date. Your new debit card has an updated design, with the CVS Health logo.

Is your new PayFlex Card activated?

If your card included an activation sticker, please follow directions to activate our card. If your card didn't have an activation sticker, that means it's already active and ready to use.

What should you do with your old PayFlex Card?

Once you receive your new PayFlex debit card with the CVS Health logo on it, you should destroy your old card.

Does your new PayFlex Card have the same number and CVV code?

Yes. All the related information and numbers are the same as your old card.

What about dependent cards?

If your spouse or dependent also had a PayFlex Card aligned to your account, their current card is still active and can still be used. If you want to order a new dependent card, with the new design, call PayFlex directly at **888.678.7646 (TTY: 711)**

Questions?

Log into cvshealth.payflex.com, your PayFlex member website. Click **Help & Support** to email or chat with us. Or call **888.678.7646 (TTY: 711)**. We're here to help Monday – Friday, 7 a.m. – 7 p.m. CT, and Saturday, 9 a.m. – 2 p.m. CT.



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