SECOND QUARTER 2020

Earnings conference call

August 5, 2020

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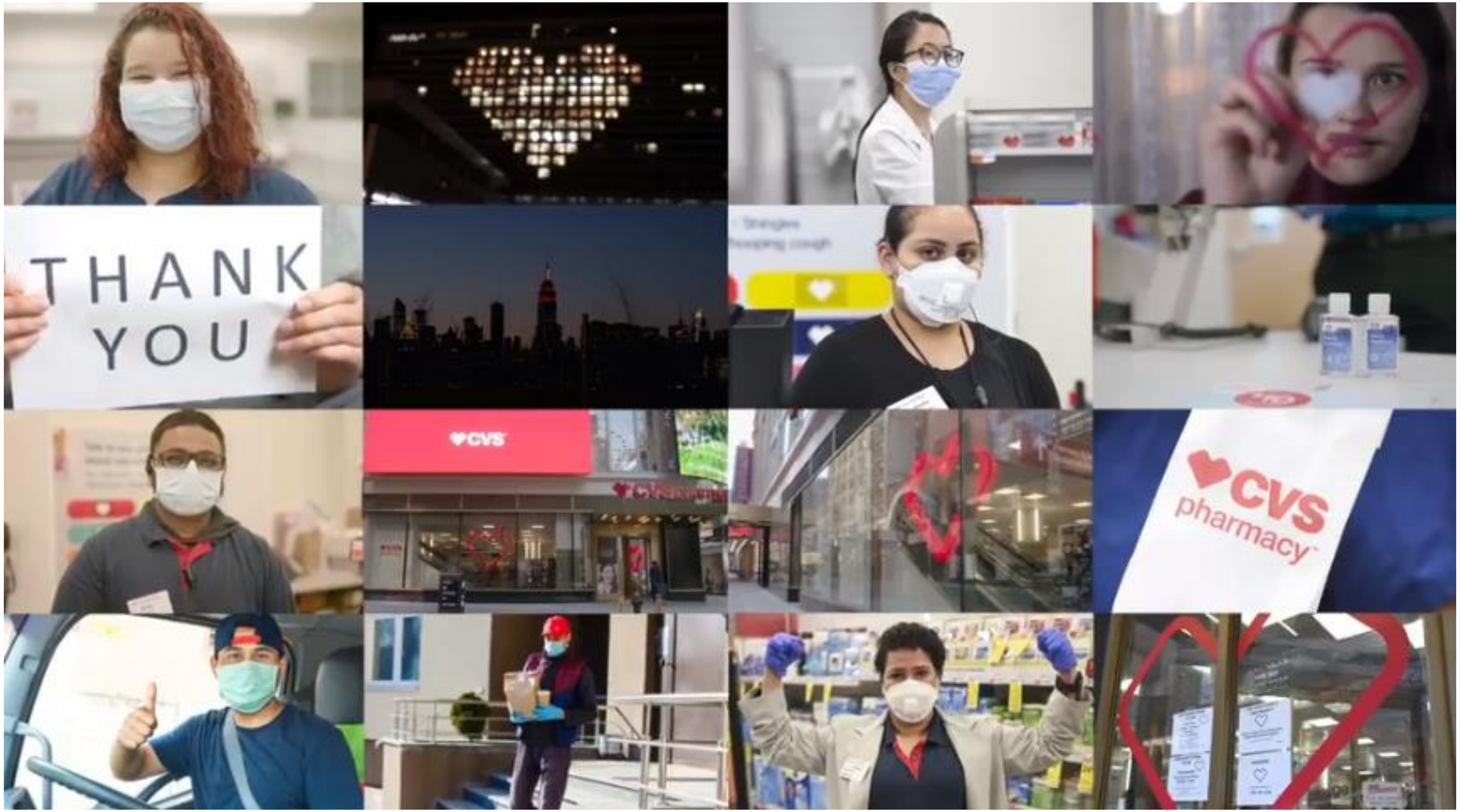
Cautionary statement concerning forward-looking statements

This presentation includes forward-looking statements. The Private Securities Litigation Reform Act of 1995 provides a safe harbor for forward-looking statements made by or on behalf of CVS Health Corporation. By their nature, all forward-looking statements are not guarantees of future performance or results and are subject to risks and uncertainties that are difficult to predict and/or quantify. Actual results may differ materially from those contemplated by the forward-looking statements due to the risks and uncertainties related to the COVID-19 pandemic, the geographies impacted by and the severity and duration of the pandemic, the pandemic's impact on the U.S. and global economies and consumer behavior and health care utilization patterns, and the timing, scope and impact of stimulus legislation and other federal, state and local governmental responses to the pandemic, as well as the risks and uncertainties described in our Securities and Exchange Commission filings, including those set forth in the Risk Factors section and under the heading "Cautionary Statement Concerning Forward-Looking Statements" in our most recently filed Annual Report on Form 10-K, our Quarterly Report on Form 10-Q for the quarterly period ended June 30, 2020 and our recently filed Current Reports on Form 8-K.

This presentation includes non-GAAP financial measures that we use to describe our company's performance. In accordance with SEC regulations, you can find the definitions of these non-GAAP measures, as well as reconciliations to the most directly comparable GAAP measures, on the Investor Relations portion of our website.

Link to our non-GAAP reconciliations

#CVSHeartAtWork



Financial Highlights

Second quarter revenue of $65.3B and Adjusted EPS of $2.64 demonstrate the advancement of our integrated health care strategy

Q2 Adj EPS growth of ~40% YoY; $7.1B Cash Flow from Operations

- **Health Care Benefits:** Adj operating income up ~141% driven by unprecedented MBR of 70.3% related to deferral of discretionary utilization; ~6% revenue growth driven by ~22% membership growth in Government products
- **Pharmacy Services:** Adj operating income up ~2% driven by growth in Specialty pharmacy and slight gross margin expansion due to improved purchasing economics
- **Retail/LTC:** ~1% YoY revenue growth. Adj operating income declined (~37%) primarily from COVID-19 related impacts, including incremental operating expenses and decreased volume

Impact of COVID-19

- **Contributed estimated $0.70 – $0.80** to Q2 GAAP diluted and Adj EPS
  - PSS (~$50M)
  - Retail/LTC (~$525 - $575M); (~$240M) in incremental COVID-19 related expenses for employees and customers
  - HCB ~$1.8 - $2.1B
- **During FY 2020, expect to incur ~$2B** in COVID-19 related investments:
  - ~$1.5B in HCB benefitting customers and members, including premium credits, minimum MLR rebates and contractual requirements
  - ~$400M in Retail/LTC
  - Support for our providers

Raising FY20 Adj EPS guidance to $7.14 – $7.27; Raising FY20 Cash Flow from Operations guidance to $11B – $11.5B

- **FY20 Adj EPS guidance raised $0.10** to reflect an update to the estimated full-year effective income tax rate
- Integration synergies and cost savings initiatives on track
- Strong liquidity position, with access to ~$13B in cash, short-term investments and commercial paper or borrowing
- Remain committed to target leverage ratio in low 3x's in 2022

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Cash flow and capital allocation

Second quarter results demonstrate strong cash flow from operations and liquidity position

Strong cash generation

- Commitment to disciplined capital allocation priorities
- During the quarter, we generated **$7.1 billion** of cash flow from operations

Strong liquidity: access to ~$13 billion

- ~**$7 billion** of cash and short-term investments at June 30, 2020 was held by parent company or nonrestricted subsidiaries
- **$6 billion** available through commercial paper or borrowing capacity under credit facilities

Continue to prioritize paying down debt and maintaining dividend

- Repaid **$2.75 billion** of scheduled debt principal in July 2020
- No share repurchases planned until leverage target met
- Paid **~$660 million** in shareholder dividends during the quarter

Remain committed to target leverage ratio of low 3x's in 2022

Delivering care solutions across triad of care

The environment surrounding COVID-19 is accelerating our transformation, giving us new opportunities to demonstrate the power of our integrated offering and to deliver solutions at scale that meet client and consumer needs

1 In the Community

- Supporting local communities through differentiated COVID-19 testing capabilities
- Growing HealthHUB® footprint and offerings: 205 locations across 22 states
- Health Advisor – new Next Best Action program offering to Caremark clients for 2021
- Next generation Diabetes Management program launching with two Group Medicare clients
- Transform Oncology Care program seeing increased engagement and expanded to more cancer types

2 In the Home

- Best in class Specialty Pharmacy capabilities; ~40% increase in provider adoption of Specialty Expedite vs Q1 2020
- Coram home infusion conducted 160k home visits YTD; more cost-effective than hospital and urgent care settings
- Home delivery of retail prescriptions up >500% vs Q1 2020 and growing
- Chronic Kidney Disease Care management expanding; currently available to ~6 million people across Aetna and 14 Caremark customers

3 In the Hand

- Expanding virtual care capabilities: Total MinuteClinic® virtual care visits up >750% vs Q2 2019, with "E-Clinic" visits of ~4,400 and growing
- CarePass membership up 30% to 2.8 million vs Q1 2020
- Continuous and personalized engagement through the CVS Health App, with usage up >20% vs Q1 2020

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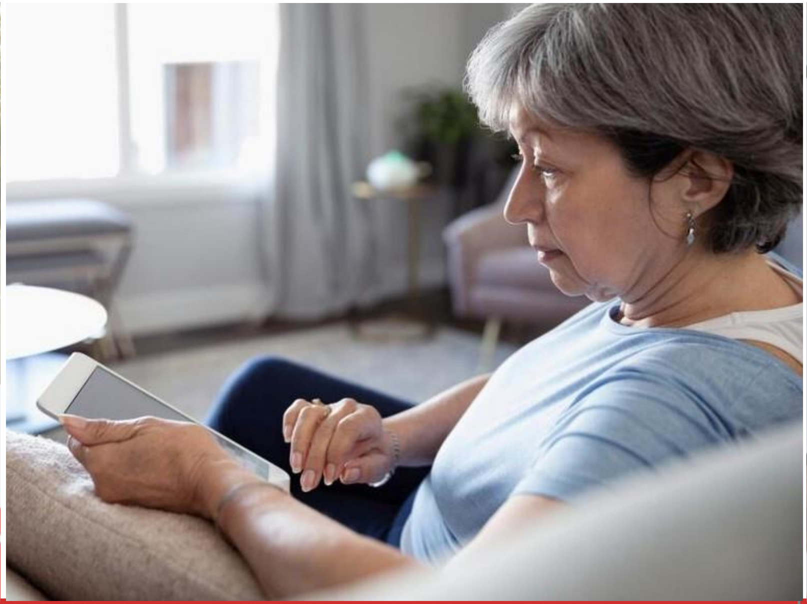
Supporting local communities through our differentiated COVID-19 testing capabilities



COVID-19 Testing	Adaptable Digital Experience	Return Ready℠
~2M Tests administered through end of July	Vast majority of tests are scheduled digitally using our online testing platform and app	>40 clients and growing. Comprehensive B2B testing solution with flexibility for employers and universities to choose how and where to test

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Advancing our integrated offerings

Our integrated, innovation-driven health care model is providing benefits to members and consumers across the health care system that will continue into the future as their needs evolve

HealthHUB®	• 205 HealthHUB® locations across 22 states; expect ~1,500 by the end of 2021 • Enhancing telehealth and digital capabilities, including access to Behavioral Health support in 2021 • 15% increase in HealthHUB® visits associated with chronic services and Aetna member visits over indexing relative to our membership
Health Advisor	• Launch of Health Advisor, available to Caremark clients in 2021 will provide chronic disease management services utilizing our Pharmacy Panel capabilities • Pilot results reflect ~12% reduction in unnecessary ER visits and ~8% reduction in out-of-network and non-preferred provider utilization versus control group
Diabetes Management	• Launch of next generation diabetes management program with two large Aetna Group Medicare clients scheduled for Q3 2020; plans to launch for Caremark and Aetna self-insured clients in 2021 • Three main enhancements include interventions across more clinical categories, individualized care at member-level and localized member-level interventions, all for a reduced cost
Transform Oncology Care	• Engaged with ~70 provider systems; program expanded to include more cancer types • ~20% of Aetna's insured eligible oncology population is enrolled • Encouraged by early adoption and will continue to scale as oncologist practices return to normal

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Q2 2020 Financial Review

Q2 RESULTS

Consolidated results

in millions, except per share data	Q2 2020	Q2 2019	Change %
Total revenues	$65,341	$63,431	3.0%
Adjusted operating income	$5,328	$4,031	32.2%
GAAP EPS	$2.26	$1.49	51.7%
Adjusted EPS	$2.64	$1.89	39.7%
Cash flow from operations	$7,119	$5,338	33.4%

Intersegment revenue elimination equal to **13.0%** of segment total revenues

Interest expense of **$765 million**

Other income of **$45 million**

Adjusted effective tax rate of **24.5%**

Weighted-average diluted share count: **1,314 million** shares

COVID-19 added **70 – 80 cents** to Q2 2020 GAAP Diluted EPS and Adjusted EPS

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Q2 RESULTS

Health Care Benefits segment

in millions, except MBR	Q2 2020	Q2 2019	Change %
Total revenues	$18,468	$17,403	6.1%
Adjusted operating income	$3,464	$1,438	140.9%
Total medical membership	23.6	22.8	3.3%
Commercial membership	17.5	17.8	(2.1%)
Government membership	6.1	5.0	22.4%
Medical benefit ratio (MBR)	70.3%	84.0%	1,370 bps

Revenue growth primarily driven by strong membership growth in Government products

Adjusted operating income increase primarily driven by unprecedented lower benefit costs due to deferral of discretionary utilization related to COVID-19, membership growth in Government products and cost reduction efforts, including integration synergies

Medical membership growth driven by increases in Medicare and Medicaid products, partially offset by a decline in Commercial products

Lower MBR primarily reflects reduced discretionary utilization due to COVID-19 and reinstatement of the HIF

Q2 RESULTS

Pharmacy Services segment

in millions	Q2 2020	Q2 2019	Change %
Total revenues	$34,889	$34,842	0.1%
Adjusted operating income	$1,327	$1,296	2.4%
Total pharmacy claims processed[1]	505.4	489.0	3.4%

Note: IngenioRx network revenue recorded on a net basis

1. Total pharmacy claims processed and generic dispensing rate (GDR) for all periods presented include an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions. This adjustment reflects the fact that these prescriptions include approximately three times the amount of product days supplied compared to a normal prescription.

Revenue growth driven by growth in Specialty pharmacy and brand inflation, largely offset by previously disclosed client losses and continued price compression

- **Specialty Pharmacy** revenue growth of **~15%** YoY reflects new client and existing channel growth

Adjusted Operating Income increase primarily driven by Specialty pharmacy growth and continued improvement in purchasing economics, partially offset by continued price compression and previously disclosed client losses

- GDR of **88.7%**[1], up **~ 20 bps**, year-over-year

Growth in Total Pharmacy Claims Processed[1] primarily due to net new business, partially offset by reduced new therapy prescriptions due to lower provider visits

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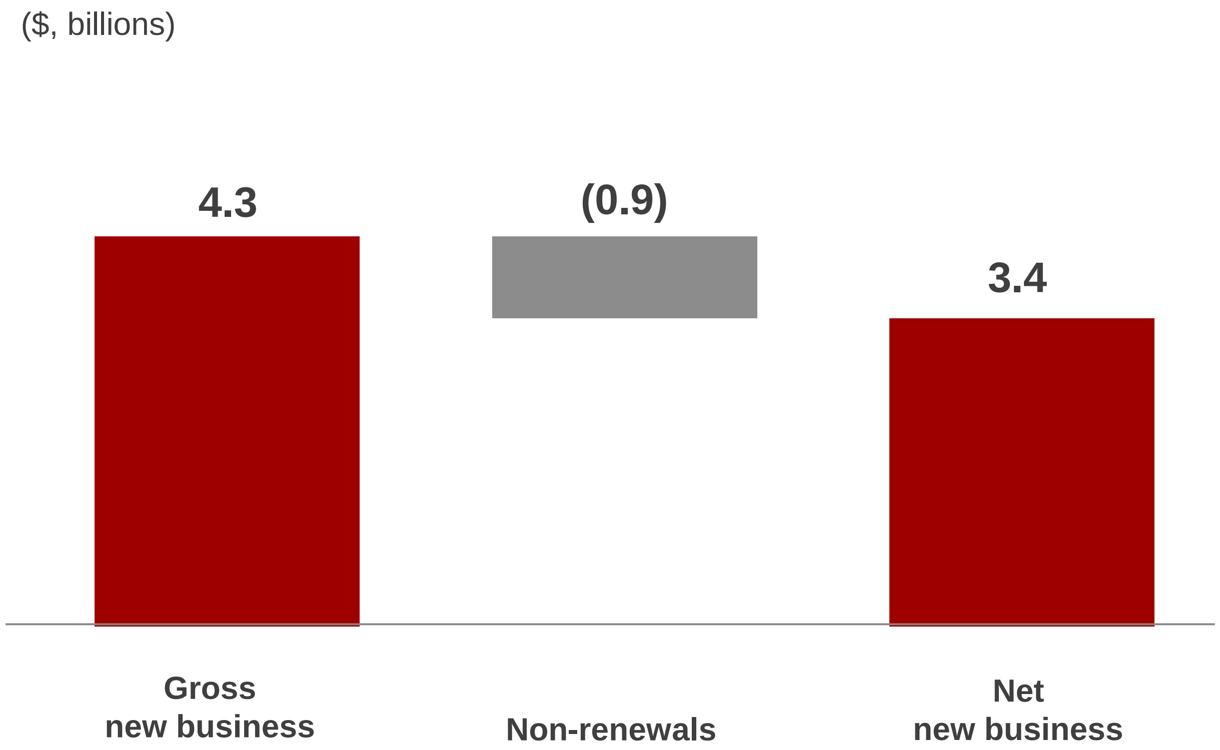
AS OF JULY 2020

2021 PBM selling season



Approximately $50 billion up for renewal

~90% of the selling season complete

Retention rate of ~98%[1]

Driving pharmacy penetration in Aetna book to deliver ~$250M in incremental revenue[2]

1. Retention rate is defined as: 1 less (estimated lost revenues from any known terminations plus annualization of any mid-year terminations, divided by estimated PBM revenues for that selling season year) expressed as a percentage.
2. Aetna incremental revenue is not included in the 2021 PBM selling season chart above

Q2 RESULTS

Retail / LTC segment

in millions	Q2 2020	Q2 2019	Change %
Total revenues	$21,662	$21,447	1.0%
Adjusted operating income	$1,057	$1,669	(36.7%)

1. GDR for all periods presented includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions. This adjustment reflects the fact that these prescriptions include approximately three times the amount of product days supplied compared to a normal prescription.

Revenue growth driven primarily by pharmacy drug mix, growth in Retail pharmacy prescription volume and brand inflation, partially offset by continued reimbursement pressure, impact of recent generic introductions, decreased LTC prescription volume and lower Front Store revenues due to COVID-19

Adjusted Operating Income declined primarily from COVID-19 related impacts, including incremental operating expenses and decreased volume

- GDR[1] of **89.1%**, up ~ **10 bps,** year-over-year

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Q2 RESULTS

Retail pharmacy

	Change vs. Q2 2019
Same store sales[1]	2.4%
Pharmacy sales	4.6%
Pharmacy adjusted prescription volume[2]	0.6%
Front Store sales	(4.5%)
Prescriptions filled[2]	(1.1%)
Retail pharmacy script share of 26.9%[2, 3]	Up ~40 bps

1. Same store sales and prescription volume exclude revenues from MinuteClinic and revenues and prescriptions from long-term care operations and, in 2019, from stores in Brazil.
2. Includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions. This adjustment reflects the fact that these prescriptions include approximately three times the amount of product days supplied compared to a normal prescription.
3. Source: IQVIA retail pharmacy script data for Q2 2020

Improvement in same store sales driven by strength in Pharmacy; Retail pharmacy script share increased

Prescriptions filled impacted by reduced new therapy prescriptions and lower LTC prescription volume driven by lower bed census experienced across the industry, partially offset by continued adoption of patient care programs

Front Store sales decline primarily driven by reduced customer traffic due to shelter-in-place orders in response to COVID-19, partially offset by an increase in basket size

Estimated impact of COVID-19 on Q2 financials

Pharmacy Services

- Prescription volume impacted by a reduction in new therapy prescriptions due to lower provider visits
- Incremental costs for operations, including bonuses to frontline workers

Retail / LTC

- Prescription volume impacted by a reduction in new therapy prescriptions due to lower provider visits
- Decline in LTC prescription volume due to lower bed census prevalent across the industry
- Front Store sales impacted by shelter-in-place orders
- Incremental costs for operations, including bonuses to frontline workers

Health Care Benefits

- Decline in utilization partially offset by investments made in our customers and members and provisions for potential payments to clients and plan sponsors for contractual and regulatory requirements
- Lower net investment income in investment portfolio

Corporate / Other

- Incremental costs for employee assistance programs
- Lower net investment income in investment portfolio

COVID-19 related business activity added 70 - 80 cents to Q2 2020 GAAP diluted EPS and Adjusted EPS

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July Business Update

July business update

	March 2020 YoY	April 2020 YoY	May 2020 YoY	June 2020 YoY	July 2020 YoY[3]
Retail same store sales[1]	17.5%	1.5%	(1.1%)	7.1%	4.6%
Pharmacy sales	17.2%	5.4%	(0.5%)	9.2%	4.5%
Pharmacy adjusted prescription volume[2]	12.6%	(0.5%)	(4.2%)	7.0%	5.2%
Front Store sales	18.6%	(10.7%)	(3.2%)	0.4%	4.7%
Pharmacy Services total claims processed[2]	17.0%	0.6%	(2.3%)	12.4%	1.9%
HCB decreases in utilization across an array of services		(~30%)	(~25%)	(~5%)	~0%

Sequential improvement in June adjusted prescription volume and total claims processed reflects 90-day maintenance prescription refills from March

Improvement in June Front Store sales continued into July reflecting state reopenings followed by purchasing of preventative and treatment items in sunbelt states during July

Utilization largely returned to prior year levels in June and July, but varied by geography and line of business

1. Same store sales and prescription volume exclude revenues from MinuteClinic and revenues and prescriptions from long-term care operations and, in 2019, from stores in Brazil.
2. Includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions. This adjustment reflects the fact that these prescriptions include approximately three times the amount of product days supplied compared to a normal prescription.
3. July 2020 information is preliminary.

2020 Guidance

Guidance: 2020 Full Year

Enterprise Outlook

in millions, except per share data	Full Year 2020
GAAP EPS	$5.59 – $5.72
Adjusted EPS	$7.14 – $7.27
Cash flow from operations	$11,000 – $11,500

Enterprise: Expect~$2B of COVID-19 related investments for the year; ~40% incurred in Q2. Expect ~$1.5B in HCB, benefiting customers and members, including premium credits, minimum MLR rebates and contractual requirements; ~35% incurred in Q2. Expect ~$400M in Retail/LTC; more than half in Q2.

HCB:

- Expect utilization in 2H20 to remain at more normal levels
- Expect membership to be affected by unemployment and loss of a large Public & Labor ASC customer effective 9/1. Expect increase in Medicaid membership

PSS: Expect the business to deliver growth in 2H20 reflecting strong Specialty pharmacy performance and continued execution of our strategy

Retail/LTC: Expect continued COVID-19 related operating expenses and to benefit from our testing capabilities. Expect 2H 2020 gross margins to be in line with YTD results

Cash Flows: Expect higher payments in the second half of the year, including projected medical costs, costs related to COVID-19, the HIF and estimated income tax payments normally due in Q2

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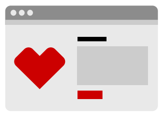
Appendix

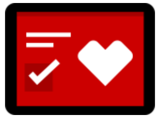
Enterprise priorities to accelerate growth

Consumer focused – be local, make it simple, improve health

Grow and differentiate our businesses



Deliver transformational products and services



Create a consumer-centric technology infrastructure

Modernize Enterprise functions and capabilities

CONTINUED PROGRESS
ON STRATEGIC PRIORITIES

Grow and differentiate our businesses

Integrated value offerings

HealthHUB® conversions status:

- 205 HealthHUB® locations opened across 22 states
- HealthHUB® conversions resumed in certain states; year-end 2020 count dependent on duration of stay-at-home guidelines and other COVID-19 related constraints
- Expect ~1,500 HealthHUB® locations by end of 2021
- Enhancing telehealth and digital capabilities in HealthHUB® offerings, including access to Behavioral Health support in 2021

Launching Health Advisor, our next phase of Next Best Action program, to Caremark clients

- Pilot results reflect ~12% reduction in unnecessary ER visits and ~8% reduction in out-of-network and non-preferred provider utilization versus control group

Business growth

Medicare Advantage membership growth of ~14% YTD, outpacing the industry average of ~7%

Q2 2020 Specialty pharmacy revenue growth of ~15% YoY

Completed ~90% of 2021 Pharmacy Services selling season renewals with strong 98% retention rate[1]. Gross new business of $4.3 billion, with net new business of $3.4 billion as of July 2020

Preliminary Medicare Part D benchmark results per CMS for 2021 plan year indicate qualification in 33 of 34 regions

1. Retention rate is defined as: 1 less (estimated lost revenues from any known terminations plus annualization of any mid-year terminations, divided by estimated PBM revenues for that selling season year) expressed as a percentage.

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CONTINUED PROGRESS
ON STRATEGIC PRIORITIES

Deliver transformational products and services

Oncology care	~70 provider systems participating in Transform Oncology program across 20 states ~20% of Aetna's insured eligible oncology population is enrolled in the program
Chronic Kidney Disease care	Chronic Kidney Disease care management program is currently available to ~6 million people across Aetna and 14 Caremark customers
Diabetes management	Launch of next generation diabetes management program with 2 large Aetna Group Medicare clients scheduled for Q3 2020 with plans to launch for Caremark and Aetna self-insured clients in 2021

CONTINUED PROGRESS
ON STRATEGIC PRIORITIES

Create a consumer-centric technology infrastructure

CarePass® membership

CarePass subscription program has ~2.8M enrolled members as of Q2 2020, ~30% growth from Q1 2020

Retail prescription home delivery

Retail prescription home delivery volume up >500% in Q2 versus Q1 2020

Virtual care

Launched our own virtual care program, E-Clinic, staffed by MinuteClinic® providers

Total MinuteClinic® virtual care visits up >750% compared to Q2 2019

Digital Channels

Vast majority of ~2M COVID-19 tests scheduled digitally through our online testing platform and app

>20% increase in app usage across CVS Pharmacy versus Q1 2020

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CONTINUED PROGRESS
ON STRATEGIC PRIORITIES

Modernize Enterprise functions and capabilities

Client service delivery

Investing in improving client service delivery with continued progress toward process simplification and cost savings

- Enhancing self-service capabilities to eliminate unnecessary member and patient inquiries and mailings and reduce incoming call volumes

Modernization

Continued technology modernization with business system and application rationalizations, data center consolidation review and cloud strategy

- Advancing integrated data and analytics capabilities
- Advancing and embedding intelligent automation to streamline routine processes and optimize our utilization management capabilities

CVSHealth®