



STATE OF
OHIO
BOARD OF PHARMACY

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For Immediate Release

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State of Ohio Board of Pharmacy Reaches Settlement Agreement with 22 Ohio CVS Stores to Resolve 27 Cases

Columbus, Ohio — On February 29, 2024, the State of Ohio Board of Pharmacy reached a settlement agreement with CVS Health to resolve 27 cases pending against 22 Ohio stores. As part of the settlement, the 22 pharmacies operated by CVS Health agree to comply with the following:

- CVS will pay the Board a monetary penalty of \$1,250,000.
- CVS Pharmacy stores 1756, 2528, 3321, 3455, 6153, 6183, 8248, and 10246 will be placed on probation for three years.
- CVS will pay approximately \$83,333 per year to the Board to cover the cost of enhanced monitoring by the Board, for a total additional penalty of \$250,000.
- CVS shall appoint an Ohio Compliance Liaison, who shall be a licensed Ohio pharmacist, to act as a channel for communications between the Board and CVS regarding compliance with state and federal pharmacy laws and rules.
- CVS stores subject to this settlement shall voluntarily comply with several of the Board's [proposed minimum standards rules](#) (OAC 4729:5-5-02.1, 4729:5-5-02.3, and 4729:5-5-02.4) as drafted.
- CVS will make changes to its current electronic recordkeeping system to address compliance with OAC 4729:5-5-04.
- CVS acknowledges that virtual verification (a method of pharmacist dispensing that relies solely on images) is not authorized for use at any pharmacy in the state unless otherwise approved by the Board.

A copy of the complete settlement agreement can be accessed [here](#).

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“By entering into this settlement agreement, the Board seeks immediate and systemic changes to protect patients and address critical understaffing,” said State of Ohio Board of Pharmacy Executive Director Steven W. Schierholt. “We believe that this agreement is an acknowledgement by CVS that considerable changes are warranted to ensure the safe practice of pharmacy at their retail stores.”

This settlement is the result of 27 pending cases before the Board at 22 CVS Pharmacy locations throughout Ohio (see table below). The allegations include improper drug security, dispensing errors, prescription delays, lack of general cleanliness, understaffing, and failure to report losses of controlled substances. Citations for each store (except for CVS #3455 and #5364 – these stores had citations pending) can be accessed here: www.pharmacy.ohio.gov/CVScites.

CVS Pharmacy Number	Case Number(s)	Location
Pharmacy #10246*	Case Nos. A-2022-0453 & A-2023-0419	Toledo
Pharmacy #3356	Case No. A-2021-0241	Painesville
Pharmacy #3321*	Case Nos. A-2021-0508 & A-2022-0087	Wooster
Pharmacy #6268	Case No. A-2021-0578	Steubenville
Pharmacy #8248	Case No. A-2021-0583	Massillon
Pharmacy #4101	Case No. A-2022-0046	Chagrin Falls
Pharmacy #4351*	Case Nos. A-2022-0341 & A-2022-0572	Willoughby
Pharmacy #3404*	Case Nos. A-2022-0508 & A-2023-0362	Xenia
Pharmacy #7644	Case No. A-2022-0527	Kettering
Pharmacy #2528*	Case Nos. A-2022-0533 & A-2022-0671	Dayton
Pharmacy #4348	Case No. A-2022-0565	Willoughby Hills
Pharmacy #1756	Case No. A-2022-0570	Reynoldsburg
Pharmacy #16660	Case No. A-2023-0129	Rossford
Pharmacy #6183	Case No. A-2023-0142	Springfield
Pharmacy #6153	Case No. A-2023-0152	Columbus
Pharmacy #6086	Case No. A-2023-0136	Lebanon
Pharmacy #3393	Case No. A-2023-0236	Aurora
Pharmacy #3467	Case No. A-2023-0341	Dayton
Pharmacy #4401	Case No. A-2023-0491	Dayton
Pharmacy #6155	Case No. A-2023-0377	Westerville
Pharmacy #3455⁺	n/a	Coshocton
Pharmacy #5364⁺	n/a	Germantown

* = Indicates two cases per location. + = Citation was ready to be issued but resolved as part of the settlement agreement.

In addition to this settlement, the Board recently filed a set of rules with the Joint Committee on Agency Rule Review (JCARR) to strengthen regulations on working conditions in pharmacies. These rules, most of which CVS has voluntarily agreed to

comply with as part of this settlement, include requirements for pharmacies to develop a process to address staffing concerns, provides mandatory rest breaks for pharmacy personnel, bans the use of quotas, and requires pharmacies to dispensing medications within a certain timeframe to avoid delays that could endanger patient health. Links to these rules can be found at the end of this release.

The Board would like to thank the Attorney General Yost and his staff for their assistance in securing this settlement agreement.

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Minimum Standards Rules Filed with JCARR

Rule Number	Tagline	Link to Rule Text
4729:5-5-02	Minimum Standards for the Operation of an Outpatient Pharmacy.	Link
4729:5-5-02.1	Provision of Ancillary Services in an Outpatient Pharmacy.	Link
4729:5-5-02.2	Mandatory Rest Breaks for Pharmacy Personnel.	Link
4729:5-5-02.3	Requests for Additional Staff and Reports of Staffing Concerns in an Outpatient Pharmacy.	Link
4729:5-5-02.4	Significant Delays in the Provision of Pharmacy Services.	Link
4729:5-5-02.5	Outpatient Pharmacy Access Points.	Link