

CVS/AETNA'S PRODUCT & SERVICE LIST

ADVERTISING & MARKETING

Advertising & Media Services
Art Dealers
Audio-Visual Production
Commercial Art/Graphic Design
Marketing Communication & Translation Services
Marketing Plans
Market Research & Analysis
Internet Based Market Research
Graphic Design & Photography
Instruction Writing Services
Sponsorship Services
Promotional Items & Services

BUILDING TRADES/CONTRACTORS

Carpenters
Electricians
Excavating/Grading
General Contractors
Painters
Plasterers
Plumbers

HUMAN RESOURCES

Training & Seminars
Employee Education
Staffing & Recruiting Services
Catering Services
Employee Relations & Welfare
Personnel/Human Resources

MANUFACTURERS

Containers/Packaging
Machinery Tools
Pallets/Skids
Plastic/Rubber Molded Products

CLAIMS SERVICES

Microfiche/Microfilm Services
Keyboard Entry Services
Recovery Services including

- Healthcare Claim Law Services
- Debt Collection Services
- Medical Claims Review & Management
- Subrogation
- Overpayment Recovery
- Pre-claim payment review

Public Health Administration
Claims intake
Claims data entry
Medical coding
Claims processing

CONSULTING

General Consulting including

- Commercial Pharmaceutical Services
- Strategic Planning Consultation
- Health Service Planning

General IT Consulting including

- Software Coding
- Application Service Providers

EQUIPMENT

Maintenance or Repair of:

- Security
- Mail Machines
- Microfilm
- Other Office Equipment

Alarm Systems
Facsimile Machines
Security Cameras
Paper Shredding Machines
Photocopiers
Interfaces
Microfiche & Microfilm Equipment and Supplies
General Office Equipment
Installation of Audio & Visual Aid

FACILITIES MAINTANANCE SERVICES

Architectural/Engineering
Security Services
Insurance/Bonding
Maintenance, Repair & Installation of Furniture
Furniture Storage
Utilities
Cable Laying
Relocation Services
Project Administration or Planning
Building Maintenance including

- Landscaping Services
- Building Cleaning Services
- Property Management Services
- Miscellaneous Building Services

Carpet Cleaning
Elevator Maintenance
Exterminating
Heating/Ventilation
Janitorial
Landscaping
Scavenger
Environmental Protection Services
Hazardous Waste Removal

PRINTING

Provider Directories
Forms
Envelopes
Stationary & Business Cards Printing
Direct Mail - Lettershop
Marketing Materials (Flyers, Brochures, Posters, etc.)
Warehouse, Fulfillment & Distribution
Bindery Services
Lettering/Sign Services

RETAIL SERVICES

Materials
Products
Services

IT HARDWARE

Computer Supplies
Mainframe CPU Hardware & Maintenance
Midrange CPU Hardware & Maintenance
PC Hardware Maintenance
LAN Maintenance
LAN Hardware including

- Blank Data Tapes
- Hard Disk Drives
- Other LAN Hardware

PC Hardware including:

- Wireless Network Interface Cards
- Laser Printers
- LCD Panels
- Computer Headsets
- Keyboards
- Network Cables
- Modems
- Miscellaneous Hardware

POSTAGE AND SHIPPING

Freight, Express & Courier
Regional & National Trucking Services
Postage/Shipping of Printed Materials
Mail Delivery or Mail Pick Up
Post Office Box Services
PO Box Rentals

TELECOMMUNICATIONS

Telecom Network Lines
Long Distance Telephone Service
Telephone/Telecom Maintenance
Telephone Equipment including:

- Videoconferencing Systems
- Miscellaneous Telephone Equipment

Cellular Telephone Service & Equipment
Pager Service & Equipment
Telecom Communication Equipment: Network Cables

- Fiber Optic Cables
- Phone Headsets

Communication Equipment Installation

IT SOFTWARE & SERVICES

Mainframe Software Maintenance & Support
PC Software Maintenance & Support
Midrange Software Maintenance & Support
LAN Software Maintenance & Support
Security & Protection Software
Document Management Software
Compliance Software
Operating System Software

OFFICE SUPPLIES & SERVICES

Toner
Printer & Copier Paper
General Office Supplies
Collating Services
Storage Accessories for Office MAC
Document Storage Services
Data Archiving Services
Copy & Fax Services
Audio & Visual Services
General Office Services
Data/Word Processing Supplies
Machines Equipment
Paper Stock
Repair/Refinishing

STAFFING SERVICES

Temporary Labor including

- Temporary IT
- Temporary Administrative Services
- Temporary Manual Labor
- Miscellaneous Temporary Labor

Reference or Background Check Service
Drug & Alcohol Screening
Compensation or Benefits Planning

PROFESSIONAL SERVICES

Accounting
Banking
Data Processing
Keypunching
Legal Services
Management Consultant
Online Database Information Retrieving
Disease Management
Educational Advisory Services
Public Relations Services
Lobbying Services
Internal Audits
Travel, Meeting & Entertainment Services
Travel Consultant
Meeting Planning
Outside Services
Lab services
HEDIS collection and reporting
Service supporting STAR rating
Clinical Services
Rx services
Member health and wellness
Care coordination
Case & disease management
Medical policy management
Network planning
Provider Credentialing
Provider fee schedule management
Provider data management
Member enrollment
Customer service
Renewal coordination
Protective Services
Premium billing
Pre-sales
Selling Plans /products
Retaining members
Bidding government contracts
Proactive member services
Psychological Services
Security Consulting Services
Space Planning/Interior Design