

App Store complaint report

CVS Health · CVS Pharmacy · current version 26.10.32

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	3.79
Reviews with a complaint	84 (28%)
Storefronts	US 300
All-time App Store rating (US)	4.69 from 1,712,873 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	55	2.1	26.9.55 (34), 26.10.31 (8), 26.10.30 (7)
Feature requests	32	1.9	26.9.55 (19), 26.10.31 (6), 26.10.30 (4)
UX / design	30	2.0	26.9.55 (17), 26.10.31 (7), 26.10.32 (4)
Performance	12	2.0	26.9.55 (8), 26.10.31 (4)
Pricing / subscription	6	1.9	26.9.55 (6)
Crashes / freezes	4	2.5	26.9.55 (2), 26.10.30 (1), 26.10.31 (1)
Ads	4	1.7	26.9.55 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.10.32	33	4.1	24%
26.10.31	33	3.1	42%
26.10.30	26	3.3	31%
26.9.55	208	3.9	26%

Representative quotes

Bugs

“Garbage – doesn’t work and updates don’t fix the problem” (1★, v26.9.55, US, 2026-10-21)

“A pain in the neck – I am pretty tech literate but this is by far the most difficult to use effectively. There are usually “problems, try later” issues, and it doesn’t let me follow email links. That’s just a start but i am not too keen on this app.” (1★, v26.10.30, US, 2026-10-21)

Feature requests

“This app is impossible to use – This app is the most annoying app I use. They throw up window after window and change the location of things you used to no where it was. Too bad the auto refill options are ignored entirely and they switch them on at random. T” (1★, v26.10.31, US, 2026-10-21)

“Payments??? – The layout of this app is, I believe, intentionally confusing. All efforts drive toward services and things being advertised rather than what the user needs or wants. Also, the Chatbot is useless. I’m getting emails telling me I need to make a pa” (1★, v26.9.55, US, 2026-10-22)

UX / design

"...quick and easy before. If your going to change things, it really should remain user friendly, for all ages. This new set up is very confusing! I just happen to stumble upon my actual prescription information. In opening the app, I see I have 6 prescriptions r" (1★, v26.10.30, US, 2026-10-22)

"Ergonomics – Trying to navigate cvs/otc is near impossible. Almost ordered but continually redirected" (1★, v26.10.31, US, 2026-10-21)

Performance

"Awful – Slow unresponsive" (1★, v26.10.31, US, 2026-10-21)

"Freezes up all the time! – Super slow freezes up all the time. Hard to deal with it because of its slowness." (5★, v26.9.55, US, 2026-10-21)

Pricing / subscription

"Customer service is absolutely terrible. – I used to really like CVS, but their prices are very high and the customer service is very poor. They've made it near impossible to speak to someone in the pharmacy on the phone and it seems that they discourage it," (1★, v26.9.55, US, 2026-10-21)

"Shipping error – This is the third time I have been charged for shipping when it should have been free. Calling and trying to straighten it out takes so long, I had rather just pay it. No more. If I have to pay shipping then I can get it as cheap from Amaz" (5★, v26.9.55, US, 2026-10-22)

Crashes / freezes

"Crashes immediately since I updated – It was working fine until I updated. Now it crashes even before it opens up." (1★, v26.10.30, US, 2026-10-22)

"Constant pop ups – I stalled the app, it's now asking to turn on Bluetooth to connect to the app 10+ times a day. Unbelievably annoying. Deleted app and will never download again." (1★, v26.10.31, US, 2026-10-20)

Ads

"Good, but can't turn off push notifications for ads – The app works fine, but I keep getting ads for vaccination is that I can't seem to turn it off. No matter what I do in settings, I keep getting pushed notifications for vaccinations." (3★, v26.9.55, US, 2026-10-21)

"Advertising sturm und drang – I have notifications on so I know when my Rx is ready. But that also gets me endless ads of no interest in notifications because after decades, I have gotten up to \$0.17 in "rewards" points. Fooey." (1★, v26.9.55, US, 2026-10-21)

The 10 most important fixes

1. Simplify navigation [UX / design · 19 reviews · avg severity 2.0/3 · versions 26.9.55, 26.10.31]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Frustrating – Hard to find what I need. Virtual assistant can't answer any questions. Received an email to check my good faith estimate and after 20 minutes of trying to find it I give up. The app sucks." (1★, US)

2. Answer support requests [Bugs · 18 reviews · avg severity 2.0/3 · versions 26.9.55, 26.10.30]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"The worst – Worst customer service ever 30mins for 1 item to refill just ridiculous and the worst responses to receive from staff members unpleasant and unacceptable and unprofessional and unprofessional customer service" (1★, US)

3. Stop data / progress loss [Bugs · 10 reviews · avg severity 2.3/3 · versions 26.9.55, 26.10.31]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"No support for apple health records – I will be looking for a new pharmacy provider as CVS no longer provides data to Apple health. I will reconsider CVS if that changes." (1★, US)

4. Soften the redesign backlash [UX / design · 11 reviews · avg severity 2.1/3 · versions 26.9.55, 26.10.31]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Pharmacy issues – Thanks to the new call back unable to get in touch with anyone. Rediculous method for answering questions about something as important as medications" (1★, US)

5. Fix notifications [Bugs · 12 reviews · avg severity 1.8/3 · versions 26.9.55, 26.10.31]

Check notification delivery and let users control frequency in settings.

"Reminder – Too many reminders to check in. Ok, so my check in time for my flu and covid shots was @ 0945. It is now 1025 and I still get reminders every few minutes even after I did get the shots. And!!! I went to cancel it and I still " (1★, US)

6. Improve content quality [Feature requests · 11 reviews · avg severity 1.9/3 · versions 26.9.55, 26.10.31]

Review the content areas users name; add a "report a problem" button on content.

"Filled wrong prescription – Asked for a medication to be filled and you filled the other one." (2★, US)

7. Ship the most requested feature [Feature requests · 6 reviews · avg severity 2.0/3 · versions 26.9.55, 26.10.31]

Read the quotes below for the exact request; consider a public roadmap.

"...telling me when I'm getting the shot is forgotten by the time I leave the injection room!! Having it listed with the record would keep me informed. CVS can do a better job of keeping it's customers well informed! It would be helpful if ins" (3★, US)

8. Fix features broken by the latest update [Bugs · 5 reviews · avg severity 2.3/3 · versions 26.9.55, 26.10.31]

Add regression tests for the features users name in these reviews before the next release.

"FIX THE PHARMACY SECTION – I've generally liked this app and used it for years. They just made some major changes and now I can't even refill my prescriptions anymore. Put it back to the way it used to be or at least fix it where I can ref" (5★, US)

9. Speed up loading [Performance · 4 reviews · avg severity 1.9/3 · versions 26.9.55, 26.10.31]

Profile cold start and the slowest screens on older devices; cache content.

"Cvs app – Slow to load" (3★, US)

10. Fix login / account access [Bugs · 3 reviews · avg severity 2.3/3 · versions 26.10.31, 26.9.55]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"App is functional – Update- When CVS sends me a health record update, the link takes me only to a website sign-in. Are the developers so inexperienced or lazy that they don't know how to SmartLink to the app?? Why does CVS have an app, if " (2★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.