# Caremark.com - Forms for Print and Adobe Reader

[Important Notes](#_Toc149118756)

[Forms for Print](#_Toc149118757)

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**Description:** Information on how to assist a member with locating and/or printing forms on Caremark.com.

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| Important Notes |

* Some forms may be plan specific and may not be available for all clients/members.
* The member must have Adobe Reader installed to view and/or print forms. Option to download the latest version of Adobe Reader is available at the bottom of the page.
* Screen capture may not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.

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| Forms for Print |

Instruct the member with these steps:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. |
| **2** | Hover over the **Pharmacy Benefits** tab and click **Print Plan Forms**.    **Result:** The **Print Plan Forms** page displays. |
| **3** | There are several forms available for the members to use. Some clients have customized forms available for there population. Remember to always check to see what forms are available for the members.  Some forms are:   * Mail Service Order Form (in both English and Spanish) * Paper Claim Reimbursements Form (in both English and Spanish) * Paper Claim Reimbursement Form – FAQ * Compound Claim Reimbursement Form * Authorization for one-time release of personal health information (in both English and Spanish) * Authorization for ongoing release of personal health information (in both English and Spanish) |
| **4** | **SILVERSCRIPT Members:**  Additional SilverScript (SSI only) plan forms are available to members to view and print to manage their prescription drug coverage. PDF information and forms available include:   * New Member Information Handbook * Drug Lists and Accessing Prescriptions * Mail Order Pharmacy * Monthly Premium Payments * Appeals and Grievances * Direct Reimbursement |

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| Related Documents |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Index:** [Caremark.com - Work Instruction/Job Aid Index (105672)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8a2da44a-6336-454d-8deb-fca4a71ad69b)

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