# Caremark.com – Set Communication Preferences (Contact Information)

[Communication Preferences 1](#_Toc106284897)

[Related Documents 1](#_Toc106284898)

**Description:** This document provides information on how to **set up** and **Optimize Communication Preferences** on Caremark.com.

 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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| Communication Preferences |

Ask the member to perform these steps:

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| **Step** | **Action** | |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. | |
| **2** | Click **Account**. Click **Communication preferences** in the drop down. | |
| **3** | **Result: Communications Preferences** default page loads in collapsed view.  **Members can enroll into multiple channels at one time:**   * Ability to add phone number and email address as well as enroll into alerts in 1 step. * Capture general consent for text and calling. * Simultaneous multi-channel enrollment. * Provides clearer relationship between phone number/email with alert enrollments. * Messaging to member when email or phone is flagged as invalid and not receiving alerts.   **Note:** The promo spot below will only appear when members are not enrolled into text messaging. If they are enrolled in text messages, this section will not be visible. Text alerts are the preferred alert channel. | |
| **4** | Click **Edit** to expand each category.    Reference the table below: | |
| **Alert Settings / Current enrollments** | |
| When enrolling in email, text, or call alerts, the alert types will appear for selection. Members can **select one** or **all of the check boxes** to enroll in the alerts or **click on** **Check all/Uncheck all**.  To disenroll in a specific alert type, **Uncheck the checkbox** or select **Uncheck all** and click **Save Changes**.  If enrolling in more than one method, ECCM (CMP) will choose the best way to deliver each alert so members don't receive duplicates. Before enrolling in alerts, members may be asked to provide contact info or consent.          If member unchecks all alerts for a specific delivery channel, a pop-up window is displayed. The member is required to select **Yes, continue** or **No, undo my last change**.  Reference the table below: | |
| **Call, Text,**  **Email,**  **and**  **Secure**  **Message**  **Center Alerts** | When adding a phone number for Call and Text alerts or email alerts, a pop-up appears to allow the member to enter their phone number along with the disclaimer and hyperlink to view and consent to the Terms and Conditions. Members must select **Agree and continue**.  **Call and Text Alerts:**    **Email Alerts:**    **Secure Messages:** |
| **Drug name display / Show full drug name** | **Show Full Drug name in email alerts:**   * Members will have the ability to give consent (opt-in) to have their drug name “unmasked” in their email communications. * Members who opt-in, will see the full drug name in their email alerts. * Members who do not opt-in will receive up to the first three letters of the drug name in their alerts. * When a member selects **Show full drug name** the member will be required to agree to the Terms and Conditions and provide consent before the changes can be saved. * Once a member saves the preference, future email communications will include the full drug name.       If the member does not check the box to provide consent and agree to the Terms and Conditions, the following message is displayed. |
| **Paperless Settings**  Medication  Guides and other available documents.    EOB  Statements (MED-D only) | **Note:** Electronic Medication Guides are not available for all drugs.      **Explanation of Benefits (EOB) – Paper and Electronic statements.**  **Note:** EOB will only appear for Medicare D plan members.        **Members have the option to select the print style when opting into paper EOB Statements.**    A confirmation opt-in pop-up message will be displayed if member elects to receive their EOB statements electronically. |
|  |  |
| **Communication preferences** | |
| Pre-  scription manage-ment | **Notes:**   * If member chooses call or text, they must have a phone number on file. * The phone section will appear right within the page view if a phone number has not previously been provided. |

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| Related Documents |

**Parent SOP:** [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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