# Caremark.com MED D - Expressed Consent (Ship Consent) Digital Job Aid

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**Description:** This document provides an overview for Expressed Consent (Ship Consent) on Caremark.com that beneficiaries can use to provide consent for orders requiring consent to ship. They can also review previous orders that were not shipped and placed on hold.

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| General Information |

Per CMS guidance, **ALL** MED D Plan sponsors **must** **obtain** and **document** “**EXPRESSED Consent”** from the beneficiary on **all** non-beneficiary-initiated prescription fills.

**Exception:**

New, non-beneficiary-initiated prescriptions, received directly from prescribers do not require consent in the below scenarios **if** the beneficiary has filled at least one script using mail order under their current plan in the past twelve (12) months:

• Rx received via electronic prescribing (phone or fax)

• Rx received in response to an outreach from the pharmacy as part of an auto-renewal program

If the pharmacy has received an indication that the beneficiary has selected LTC or Hospice, Expressed Consent is required.



MED D beneficiaries can receive email or text message Expressed Consent notifications based on their communication preferences.

**Note:** Beneficiaries that receive digital notification will NOT receive notification phone calls.

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| Logging In vs. Guest Experience |

When the beneficiary accesses the Expressed Consent (Ship Consent) on Caremark.com, the member can sign in using their **username** and **password** or access from an email or text alert using their date of birth to confirm their identity (Guest Experience).

When assisting a beneficiary using the portal on Caremark.com, the CCR will:

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| **Step** | **Action** | |
| **1** | Determine how the beneficiary is accessing the portal: | |
| **If the beneficiary…** | **Then…** |
| **Is Registered** and is signing in with username/password (Fully Authenticated) | The beneficiary should enter their **Username** and **Password** in the corresponding fields and click the **Sign In** button.  Proceed to [Step 2](#Step2). |
| **An Email** (Guest Experience) | The beneficiary will click **Approve shipment** to access the portal.  **Result:** The **Confirm Your Identity** screen will display:  The beneficiary should enter their DOB and click the **Continue** button.  **Result:** The beneficiary will be taken to Your Orders to provide consent.  Member has the option to select **Yes** to give consent or **Not now** for each prescription and click **Submit**. |
| A **text** (Guest Experience) | The beneficiary should enter their DOB and click the **Continue** button.  **Result:** The **Confirm Your Identity** screen will display:  The beneficiary should enter their DOB and click the **Continue** button.  **Result:** The beneficiary will be taken to the **Mobile Consent Required** page to provide consent. |
| **2** | Beneficiaries who sign in with their **username** and **password** must navigate to the **Your Orders** page.  Recent orders requiring Ship Consent should appear at the top of the page. Older orders in which consent was not provided and placed on hold can be viewed by changing the timeframe at the top of the page.  **Reminder:** If registered beneficiaries have trouble signing in on Caremark.com, refer to [Caremark.com - Sign In, Dashboard, and Sign Out (Integrated Pharmacy Experience-IPE)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1561c706-368f-4f03-bad8-c8e3b434d2e5) and [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452).  Proceed to the [Providing Consent](#_Providing_Consent) section of this document. | |

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| Providing Consent |

**Note:** Beneficiaries **can** **provide consent** and **release orders placed on Ship Consent Hold after the 72-hour window.** Beneficiaries will no longerneed to call Customer Care to provide consent to release the hold. This includes both Patient Denied Ship Consent (Reason code 31) and Patient Ignored Ship Consent (Reason code 32).

Perform the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the **Prescriptions tab and select View Order Status** OR **Order status** located on the Dashboard to view orders that require ship consent or are on hold. |
| **2** | Select **View & Approve** for the prescription(s) that require consent. |
| **4** | Click **Approve** to provide consent. |
| **5** | Select prescription(s) to release from hold by placing a checkmark in the box next to the medication name or **Select all** and click **Approve**.  **Note:** If beneficiary does not want to release any of the listed medications from hold, then click **Close** to exit the window and assist the beneficiary withany other questions. |
| **6** | **Result:** Confirmation of approval received will display. |

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