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| Benefits |

* [Caremark.com - Check Drug Coverage and Cost](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=75429d1c-5347-4d01-8dcb-3dc533de5542)
* [Caremark.com - Covered Drug List - Formulary](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c0d789ba-e92a-46dc-8d94-061c20d54508)
* [Caremark.com - Plan Summary](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=376063e7-2765-4ff1-bf6e-239158e0b328)
* [Caremark.com - Temporary ID Cards](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d0795d43-9d76-41b7-a8d2-40238235649f)
* [Caremark.com - Plan and Benefits](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ec961782-b515-4ac0-8a68-7fb18836e977)
* [Caremark.com - Savings Advisor/ Drug Savings Opportunities](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1905e95d-8a69-44a4-88b3-0956ea588304)

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| Health |

* [Caremark.com - Health Resources](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1521164d-6e80-45b9-9801-0fc6043f3970)
* [Caremark.com – Drug Information Center – Drug Search and Identify Pills](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b1c4114f-5630-4bfc-995c-525bb18ba3d9)
* [Caremark.Com - Email a Pharmacist](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9502e289-0728-4a62-9dc9-172f0c00e25c)

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| HIPAA/PHI |

* [Caremark.com - Family Access](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d6408838-7a13-4751-a95d-b9b36a931b68)
* [Caremark.com - HIPAA Regulations and PHI Form](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb)

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| Messaging/CMP |

* [Caremark.com - 2 Way Text Messaging](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa5d7a0d-9f46-45c8-90a0-c8e8e084bd1e)
* [Caremark.com - Access Secure Message Center](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e0ac2b53-b248-4909-9abf-624559f2f00d)
* [Caremark.com - CMP Alert Messages Sent via Secure Message, Email, and Text (1 Way and 2 Way SMS)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7209a024-f3ab-434c-85c0-0e3c09341bc7)

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| Medicare |

* [Caremark.com – Electronic EOB’s and Paperless Documents (MED-D)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=19c6c98b-238e-4b05-b1b7-6afd73e834fb)
* [Caremark.com Medicare Prescription Payment Plan – Member Portal Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcabb015-1927-48bf-8057-fe6915882304)

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| Mission and Goals |

* [Caremark.com - Mission and Goals](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7804303a-2607-437c-8577-55f50ce2d710)

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| Mobile |

* [Caremark.com - Mobile App Download, Registration, and Troubleshooting](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c3a7778a-99fb-4266-b36e-2580f00d0f5d)
* [Caremark.com - Mobile App Navigation](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f08a252-faee-4b46-8034-b0de97472c49)

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| Navigation |

* [Caremark.com - About Us](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=457a179d-3499-455a-87ad-21dcb0ed299e)
* [Caremark.com - Contact Us](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e2b16147-8a77-4f8d-beb7-b7ee5d9dbf64)
* [Caremark.com - Downloading Acrobat Reader](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=494fbbcd-290f-4f5f-8eea-552ca17f7bbf)
* [Caremark.com - Español / Inglés (Spanish or English)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=07846ab6-cf2b-4df0-ad2c-7b807fd3ae27)
* [Caremark.com - Locating the For Pharmacists and Medical Professionals Page](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=8ce29b50-f55d-46b4-84e6-2e3508a8dc86)
* [Caremark.com - Pharmacy Locator](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5cd07716-e1d2-4dcc-beb2-a8701aceeaf8)
* [Caremark.com - Single Sign-On Clients (SSO)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ecbd2edb-c406-46db-8084-0d6f7118e3d0)
* [Caremark.com - Sign In, Dashboard, and Sign Out (Integrated Pharmacy Experience- IPE)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1561c706-368f-4f03-bad8-c8e3b434d2e5)
* [Caremark.com - Site Feedback](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=05143913-dd94-4e77-a8a2-df4c30f26d00)
* [Caremark.com – Help Center/Integrated Pharmacy Experience (IPE)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7ab920f4-74ac-44bf-9e94-763ff7bbd25e)
* [Caremark.com – Unauthenticated Homepage and Content](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c52eb9c1-0ccf-4320-832c-e95de2df8a9d)

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| Refills/Orders |

* [Caremark.com – Digital Order Release from Member or Indefinite Hold and Change Address Job Aid (Integrated Pharmacy Experience)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=edd67c06-2325-4d88-9601-00af930dc695)
* [Caremark.com – Start Rx Delivery by Mail (Request a New Prescription) - Integrated Pharmacy Experience (IPE)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=006f4b8b-df85-4428-afda-49ea371d60c1)
* [Caremark.com MED D - Expressed Consent (Ship Consent) Digital Job Aid](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=90892fae-a631-4108-b7ad-53eb1f83763f)
* [Caremark.com – View/Refill All Prescriptions - Integrated Pharmacy Experience (IPE)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ca9a6da8-e7b6-4eaf-aa3d-0c75eb4a6f06)
* [Caremark.com - Order Status / Integrated Pharmacy Experience (IPE)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60a36823-0c27-4d84-953b-e4ecd7d7a569)

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| Paper Claims |

* [Caremark.com - FEP - Submitting Paper Claims Through Desktop/Mobile Site or Mobile App](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1dd301b7-7dd0-4314-ac32-dcf830985076)
* [Caremark.com - Forms For Print and Adobe Reader](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b)

* [Caremark.com – Prescription Reimbursement Claim Forms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=56b0b9dd-c9e8-4a90-adc0-5077c0e7d80c)
* [Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Commercial Clients)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=54a38024-1554-4f79-b741-7a24347df7d3)
* [Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Medicare D)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4905a393-82c6-41fc-8e9d-b6c3a139c78a)

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| Payment |

* [Caremark.com - Account Balance and Payments](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e6c30ce7-caf7-4c75-96e7-ada6ab0731e3)
* [Caremark.com - Payment Options](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=dcbe2368-ea4d-4371-8171-302498cff3fe)

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| Pre-authorization/Prior Authorization |

* [Caremark.com - FEP View Prior Authorization Coverage Exception Status](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5286e50b-38bf-4cff-93cb-29e41ff5cd77)
* [Caremark.com - Payment Pre-Authorization Reversals and Re-Authorizations](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=92919918-5661-4064-b259-20556198b84a)
* [Caremark.com - Prior Authorization](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=20ba7691-5b2a-4780-9c3a-f671151ab55c)

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| Profile |

* [Caremark.com- Deleting Member Registration](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1bdc5b7d-4fc6-4bab-8265-72ebcd074030)
* [Caremark.com – Member – Accessing and Updating My Profile](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=80d873ee-5a3b-4ca5-ac45-2c8027c56643)
* [Caremark.com – Set Communication Notifications Preferences (Contact Information)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=273206e3-9a9c-4f88-9dda-e2abd972834c)
* [Caremark.com – Update Profile/Customer Care](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=90c8be08-51d0-4c28-ac12-010337674133)

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| Registration/Log In |

* [Caremark.com and Mobile Web – New Log In/Multifactor Authentication (MFA)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab)
* [Quick Registration for Caremark.com](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c90a32de-421f-42c2-8d5c-69ce36571418)
* [Compass – Caremark.com Quick Registration](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a)
* [Caremark.com – “New” Registration Flow](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2922d262-0374-4a26-820b-0a5ffe1085bd)
* [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452)

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| Reports |

* [Caremark.com - Financial Summary (Prescription History) – Integrated Pharmacy Experience (IPE)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49174a61-def5-436c-9087-69cf5f17a352)

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| Specialty Information |

* [Caremark.com - Specialty Pharmacy Site Questions/Answers](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ee64b924-af86-4a79-b535-30b34f525b30)

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| Troubleshooting |

* [Caremark.com - Open and Closed Tickets Reference Sheet](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cd538ea8-b63b-43ee-86ec-f774618a228d)
* [Caremark.com – Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8)
* [Clearing Your Cache](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea)
* [Computer-Related Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=98692d3d-3243-4173-97dd-2a65860329d1)
* [Caremark.com – Web Error Form Process (Internal)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9)
* [Caremark.com - Web Error Form Process (Vendor Teams Only)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2)
* [Caremark.com – Access Denied / Error 15 (External-Members only)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43764aa8-01a2-4201-8ab4-c6ea3ebc7c81)

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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](file:///C:\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

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