# **Welcome Kit (Package, Registration Sticker, Prescription ID Card and Onboarding Communications)**

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**Description****:** Information on what is included in a Welcome Kit package, the Member’s Registration Sticker, Prescription ID card, and other related documents – all of which encourage the member to use Caremark.com.

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| Welcome Kit Contents |

New members are welcomed with a kit that includes prescription ID cards affixed with an easily removable sticker that encourages them to register at Caremark.com, explains the benefit in simple terms, and educates about digital tools to help them manage their prescriptions.

**Examples**:

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| **Type** | **Description/Sample/Illustration** |
| New [Welcome Kit](#WelcomeKit) |  |
| Prescription Card (Front and Back) | Adhered to the mailed Welcome Kit letter. (Mailed based on when Caremark receives client eligibility files.)  The member will present this card to the network pharmacy employee when they fill their prescriptions.  This card lists a lot of information however the most widely used information is the ID number (RxID), web portal address and the Customer Care phone number.    **OR** |
| [Prescription Card](#IDPrescriptionCardsandWebsiteRegistratio) Label | * This is removable. * Members do not need to create a web portal account to use the ID card, they can start using the card immediately. * To setup a web portal account, refer to [Process for Member Asking to Activate or Register their ID Card](#_Process_for_Member). |
| Prescription Card Carrier | Mailed in place of the Welcome Kit at client’s discretion. (Mailed based on when Caremark receives client eligibility files.)  This is the card that the member will provide to the pharmacy that is filling their prescription. |
| Temporary ID Card and Letter | Provided electronically to the member when the plan’s go live date occurs prior to the permanent ID card being printed. The card will include the ID and their name.  Members can access a temporary ID card once benefits are active on Caremark.com. Review the CIF as not all plans use Caremark.com.  **To Access:**   * Login to Caremark.com * Select **Profile** (top of screen) * Select **Print Member ID Card** (lower left side) * Select **Print Member ID Card** twice * Select **Destination Printer** * Select **Print**. |
| Plan Summary | Only used when client requests that their members receive it.  Members can view their Plan Summary any time on Caremark.com once the plan is active. Review the CIF; not all plans use Caremark.com. |
| **Other Onboarding Communications & Engagement (New members only)** | |
| [Consolidated Disruption Letter](#DisruptionLetter) | **Note:** Sent prior to the Welcome Kit and for members experiencing disruption. Disruption refers to changes a member will need to make to their medication, pharmacy network or both as the onboard to CVS Caremark. |
| High Touch Outreach Program (HTO) | **Note:** HTO team contacts our most disrupted and complex members (Commercial Clients only) with a live outbound call to assist with benefit transition. The goal is to mitigate member disruption by providing a warm welcome and walking them through the onboarding process. Disruption refers to changes a member will need to make to their medication, pharmacy network or both as they onboard to CVS Caremark. |

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| Process for Member Asking to Activate or Register Their ID Card |

Some members get confused thinking they need to activate their card/benefits. Complete the following steps when the Member calls and requests to activate or register their ID card.

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| **Step** | **Action** | |
| **1** | Assure them that their benefits are active (if the call is after their plan effective date). | |
| **2** | Check to see if an account is already registered at Caremark.com.   * If it states “registered” on the Main page, advise member to disregard the sticker and continue to use the same Caremark login and password. * If not registered, introduce them to Caremark.com. | |
| **If for…** | **Then…** |
| **All Members** | Icon - Conversation Your prescription benefits are active and your card is ready to use. We invite you to register for an online account at Caremark.com/StartNow, so you don’t miss out on any of your plan benefits or updates. After you register, you can visit our website to:   * + Check your plan and deductible details (if applicable)   + See if your medication is covered and how much it costs   + Locate a network pharmacy near you   + Find out if there are any ways to save on your medication   + Set your communication preferences on how we should contact you (by text, email, or another way)   **CCR:** Review the CIF as notall clients utilize Caremark.com. |
| **Member that previously filled via mail order with prior PBM/Mail Order Pharmacy** | Icon - Conversation I see that you have had your medications delivered by Home Delivery/Mail Order previously. Caremark.com also makes it easy to manage your CVS Caremark Mail Order/Home Delivery prescriptions. You can:   * Order refills * See the status of your order * Start and manage automatic refills * Set up alerts and reminders by text, phone, or email |
| **3** | I’m going to send you an email with a personalized registration page on Caremark.com. You’ll be able to check the order status, order refills, and check drug costs and coverage.  **CCR:**   * If the member approves, verify and update email or phone number and send them the hyperlink. Refer to [Quick Registration for Caremark.com (012470)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c90a32de-421f-42c2-8d5c-69ce36571418). * If the member declines:   Absolutely! If you change your mind, you can go to Caremark.com to register at any time. | |

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| Frequently Asked Questions (FAQs) |

Refer to as needed:

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| **Welcome Kits** | |
| **Q1** | What is included in the Welcome Kits? |
| **A1** | The standard components of the new Welcome Kit include:   * Outer Envelope * Welcome Cover Letter (front and back) * ID cards affixed   Plan Summary (optional, if selected by client to include) |
| **Q2:** | Do all members receive Welcome Kits? |
| **A2:** | No, clients may choose to opt out of the Welcome Kit for some or all of their members. Many clients opt to send only ID cards. Most clients choose to send out full welcome kits for their initial population and move to cards only for maintenance of the business. |
| **Q3:** | Are all ID cards the same or do they have the same look? |
| **A3:** | Most ID cards look the same.  However, clients can add their logo to the ID card. Clients also have the option to create a custom version of the ID card with a slightly different look and feel, depending on their preferences. |
| **Q4:** | What is in the Welcome Kit if we do not print and mail their ID card? |
| **A4:** | If the plan provides their own ID card and mails them to the member directly, we may send out the Welcome Kit without the ID Card.  **CCR:** Refer to the CIF to determine who processes and sends the ID Cards and Welcome kits. |

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| **ID (Prescription) Card Use**  **Note:** Review the CIF to see who handles ID cards on the plan. | |
| **Q1:** | How do I use my ID card? |
| **A1:** | Icon - Conversation Take your card to your local retail pharmacy. They will enter or update your information in their system so that they can process your prescriptions with your new prescription coverage. If you’re using Home Delivery/Mail Order service, you’re all set. Your coverage information has already been loaded in our systems.  **Note:** They can access a digital ID card on the Caremark app and Add To Mobile Wallet, or download and print on Caremark.com. (Check the CIF, not all clients use Caremark.com.) |
| **Q2:** | I received two cards and they both have my name on them. Can everyone use this card, or do they need their own? |
| **A2:** | Icon - Conversation Anyone who is eligible on the account can use the card. Just give it to your local pharmacy and they can process your prescriptions for you. Also, any member or dependent over 18 may register on Caremark.com and print a card that will have their name and personal ID on it.  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet. Check the CIF, not all plans use Caremark.com or the app. |
| **Q3:** | My card says CVS Caremark. Does that mean I can only use CVS pharmacy? |
| **A3:** | You may use any pharmacy in your plans network, but sometimes using CVS Pharmacy or Mail Order may be more cost effective. Let me check your benefit plan to confirm which pharmacies are in your network coverage.  **CCR**: Review to determine the pharmacies that are included in the plan’s retail network before answering the question. Check to see if the plan participates in Maintenance Choice or another Maintenance program and advise member of their plan options appropriately. |
| **Q4:** | I only received two cards and there are 4 people in my family. Where are the rest of my cards? |
| **A4:** | We only generate two physical ID cards, however if you need additional cards you can access them by logging in to Caremark.com, where you can view, download, and print your Digital ID.  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet. Check the CIF, not all plans use Caremark.com or the app. |
| **Q5:** | Where is my ID card? |
| **A5:** | I can check on that for you. While you are waiting for them to come, you can download or print your ID card from our website, Caremark.com.  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet. Check the CIF, not all plans use Caremark.com or the app. |
| **Q6:** | How do I order replacement ID cards? |
| **A6:** | I can order new cards for you. You can also download or print your ID card from our website, Caremark.com, or save a digital ID to your mobile wallet from the Caremark app  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet. Check the CIF, not all plans use Caremark.com or the app. |

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| **ID (Prescription) Cards & Website Registration** | |
| **Q1:** | Do I need to register my ID card before I can use it? |
| **A1:** | Icon - Conversation No. Your ID card does not need to be registered. It is active automatically when your plan becomes eligible/active. |
| **Q2:** | If I received multiple ID cards for my family, do I need to register each card? |
| **A2:** | Icon - Conversation No.  Your ID card does not need to be registered. It is active automatically for you and your family members to use when your plan becomes active/eligible. However, if you choose to register on Caremark.com, each family member over 18 years old will need their own Caremark.com account. Adult members must grant access to other family members before anyone else can see their prescriptions.  **CCR:** Many plans only have the primary member’s name on the cards, but all family members active on the plan may use it.  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet. Check the CIF, not all plans use Caremark.com or the app. |
| **Q3:** | How do I register my ID card? |
| **A3:** | Icon - Conversation Your ID card does not need to be registered. It is active automatically for you and your family Members to use when your plan becomes active/eligible. You can register an account on Caremark.com to easily access your plan benefits and manage prescriptions online at any time. I’m going to send you an email with a personalized registration page on Caremark.com. You’ll be able to check an order status, order refills, and check drug costs and coverage.  **Note****:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet, or download and print from Caremark.com. Check the CIF, not all plans use Caremark.com or the app. |
| **Q4:** | What do I do if I don’t have a computer to register my card? |
| **A4:** | Your ID card does not need to be registered. It is active automatically for you and your family Members to use when your plan becomes active/eligible. You can register an account on Caremark.com to easily access your plan benefits and manage prescriptions online at any time. If you have a smartphone and can receive text messages, I can send a link to you via text, and you can register on your smartphone.  **Note:** The member can access a digital ID card on the Caremark app and Add To Mobile Wallet, or download and print from Caremark.com. Check the CIF, not all plans use Caremark.com or the app. |

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| **Website Registration** | |
| **Q1:** | Why can’t I see my spouse or dependents’ prescriptions online? |
| **A1:** | Icon - Conversation Individual Adult members must grant access to other immediate family members from their own Caremark.com account before anyone else can see your prescriptions. You can access this from the Profile section of your Caremark.com account. You can add, change, or revoke Family Access for any individual at any time. |
| **Q2:** | Do I need to register an account on your website to use my benefits? |
| **A2:** | Icon - Conversation No. Registration is optional but strongly encouraged as there are tools on the site that are helpful for you to manage cost, understand your coverage, and stay up to date. |
| **Q3:** | Does each Member of my family need to register on the website? |
| **A3:** | Icon - Conversation Anyone 18 years or older needs to register their own account. You can provide each other with Family Access after individually registering if you choose. |

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| **Additional FAQ’s** | |
| **Q1:** | Are Formularies changing for new members? |
| **A1:** | The Welcome Kit is separate from the communication that informs members about Rx changes required due to formulary and network changes. That communication is known as the Consolidated Disruption Letter or standalone Disruption Letters and go out to certain members of new clients before their effective date and before the member receives the Welcome Kit. |
| **Q2:** | What if there is information added to the client formularies/programs? |
| **A2:** | Refer to the client specific CIF.  If seeing issues (**Example:** Formulary Changes) of this nature and they are not noted in the CIF, use the Client Issue form hyperlink in theSource. |

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| Related Document |

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

Parent Document: [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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