Quick Registration for Caremark.com

[Caremark.com Quick Registration](#_Toc109293282)

[Talk Tracks](#_Toc109293284)

[Related Documents](#_Toc109293285)

**Description:** This document provides instructions for assisting members with using **Caremark.com** **Quick Registration** functionality in PeopleSafe.

|  |
| --- |
| Caremark.com Quick Registration |

**Quick Registration** is the preferred method of assisting a member with registration.

Icon - Important Information **When an Authorized Party has called on behalf of the member,** a Quick Registration Link **can** be sent to the default email or via text to the default phone number that is currently showing in the member’s account. For more information, refer to [Caremark.com - HIPAA Regulations and PHI Form](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb).

For additional registration information, refer to [Caremark.com – “New” Registration Flow Rewrite](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2922d262-0374-4a26-820b-0a5ffe1085bd).

**Note:** Early Registration **-** A Quick Registration email or text alert can be sent to members before their plan effective date. Some exceptions may apply that would prevent a member from registering early before their plan effective date.

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | **Customer Care Representative:**   * Authenticate member. * Access PeopleSafe. * Check the **Registration** **Status** indicator located under **Delivery Systems** to verify member’s current Caremark.com registration status. * If **Status** is listed as **Not Registered**, then the member has not registered on Caremark.com and a **Quick** **Registration** email or text can be sent by clicking on the Caremark.com tab in PeopleSafe.   **IMPORTANT NOTES**   * If the Caremark.com Quick Registration screen is not presented, the client has opted out of Quick Registration and is not available for the member. Advise the member to access the home page of Caremark.com to complete the registration. Refer to [Caremark.com – “New” Registration Flow Rewrite](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2922d262-0374-4a26-820b-0a5ffe1085bd). * Option to send a Quick Registration email or text will not be available for Single Sign-on/Auto Registration clients. Members must access Caremark via single sign-on (SSO) only.     **Note:** If **Status** is listed as **Registered**, then member is already registered on Caremark.com | |
| **2** | **Customer Care Representative:**   * Advise member that they are not registered, and access the **Caremark.com tab**. A Quick Registration can be sent via email or text message.      * Select the delivery method (Email or Text):   1) Default Email or One-Time Email.  2) Default Phone or One-Time Phone.    **When it is an Authorized Party calling on behalf of the member, a Quick Registration Link can only be sent if there is already a default email or mobile phone number (text) that is currently on file or showing in the member’s account.**    Reference the table below: | |
| **If…** | **Then…** |
| One-Time Email or One-Time Phone is selected | Enter the member’s email address or phone number (if not already on file) in the space provided. |
| Selecting the member’s default email or phone number | Verify the information is correct **before** sending the Quick Registration email or text. |
| **3** | **Customer Care Representative:**   * Click **Submit Registration.** * **Result:** An email/text will be sent to the member.   **Exceptions:** No emails/texts will be sent to members to register who are ineligible or blocked from Quick Registration, including:   * Members under age 18 (unless client allows). * Members who are blocked from Caremark.com registration (client specific, **Example:** CareFirst, BSC, BCBSMA). * Members of clients who have opted out of Quick Registration. | |
| **4** | **Customer Care Representative:**   * Inform the member that the email or text message should arrive within 1 to 2 minutes. * If the email or text is not received within 5 minutes, ensure the alert was sent to the correct email address/mobile phone number. If so, advise the member to check their junk or spam mail folder.   Sending a 2nd or 3rd email or text message will VOID or expire the previous Quick Registration Link. | |
| **5** | Advise member to open the email from “CVS Caremark Alerts” and click the **Complete your registration** link or **Complete Registration** button.  **Note:** The registration link in the email or text will expire in 72 hours.  If the member calls to advise they are locked out after attempting to register from the Quick Registration email/text sent to them, send them a new Quick Registration via email/link. | |
| **6** | **Step 1 of the Registration form**  Advise the Member of the following:   * **Verify Your Identity:** Enter **Date of Birth** and **Last Name**. Members who have a suffix after their last name in PeopleSafe (Jr, Sr, II, etc) will be required to enter their last name, a space, and enter the appropriate suffix, (**Example:** Smith Jr.) * Click **Continue.**   **Note:** If the member does **NOT** see the **Verify Your Identity** screen after selecting **Complete Registration**. Please suggest the member close their browser (all windows) and try clicking the link in the email again. | |
| **7** | **Step 2 of the Registration form:**   * Instruct the member to enter the following:   + Email address. **Note:** The email address entered becomes the member’s Username unless the member is prompted to create an alternative username due to the email address already being in use as a username under another plan or previous plan.   + Select **Yes** or **No** to receive paperless statements.   + Phone number.   + Select **Yes** or **No** to confirm if a mobile number.   + Click the checkbox to receive text messages (optional). * Click **Continue**. | |
| **8** | **Step 3 of the Registration form**   * Create a Password and enter the password a 2nd time to confirm. Each family member must create a different password. * Select “**I agree to the Terms & Conditions**” and click **Continue** to complete registration.     **Result:** Registration is complete. For security reasons, members must verify their identity by requesting a multifactor verification code (MFA) be sent to their email or mobile phone number (if applicable) before they can access their registered account. Refer to [Caremark.com and Mobile Web – New Log In/Multifactor Authentication (MFA)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab).  Members registering on a mobile device who do not have the Caremark App installed will be given the option to download the App. | |

[Top of the Document](#_top)

|  |
| --- |
| Talk Tracks |

Reference the table below:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Will I be placed on spam email lists?** | “We do not use these emails for advertising. They are strictly for your prescription benefit plan.” |
| **Will my email be sold?** | “Your email is part of your protected information and we do not share it.” |
| **Is there another way to register besides email?** | “We can also text you the quick registration link.” Note: members can also register by visiting the homepage of Caremark.com. |
| **How long will this process take?** | “This quick registration feature is the easiest feature available to our members. It is only 2 steps and can be completed in less than 2 minutes. No more waiting on hold or having to find the correct phone number to call.” |
| **What if I cannot find my ID number?** | “This piece of information is not needed. All that is needed is your last name and date of birth.” |
| **What can I do if my email address is registered as a username under a previous account?** | Refer to [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452).  Members who have or had coverage under more than one plan with Caremark in the past 36 months can click on the **View my plans** link located on the Dashboard to sign into their active plan using the same username and password to access their current plan and view their prescription information.  Advise the member to sign into their previously registered plan within the last 36 months based on termination date and click on the **View my plans** link to sign into their current plan with same username/password.  If the member’s previously registered plan termed more than 36 months ago, advise the following:  “You will be able to register and create a unique username. Your email address can still be used on your current account to receive email notifications from CVS Caremark.”  If the member insists on using the same email address as their username when re-registering, **you must** **perform a name and date of birth search in PeopleSafe to locate the previous registration and delete it.**This will allow the member to re-register using their email address as the username. Refer to [Caremark.com – Deleting Member Registration](file:///C:\Users\NChristian\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\BRCPA24M\TSRC-PROD-020863). |

[Top of the Document](#_top)

|  |
| --- |
| 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](file:///C:\Users\NChristian\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\NChristian\AppData\Local\Microsoft\Windows\INetCache\Ur17ihl\Desktop\1\CMS-PRD1-105672)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**