# Caremark.com - Financial Summary

[Important Notes](#_Toc109308771)

[Accessing the Financial Summary Report](#_Toc109308772)

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**Description:** This document provides information on how to assist members with viewing their Financial Summary (Prescription History)on Caremark.com.

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| Important Notes |

Members have the option to print a report or download their prescription (Rx) history to a spreadsheet. The date range defaults to **past 6 months** with the option to view, print, or download their prescription history up to 36 months.

The member is able to view prescription history for their spouse and adult dependents if [Family Access (038380)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d6408838-7a13-4751-a95d-b9b36a931b68) has been granted.

**Notes:**

* Screen capture might 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.
* The clients listed below have **sensitive medication restrictions.**

** Sensitive Medication/Family Access Note:**

Sensitive medication drug names **are** listed from the Financial Summary and show as **“Private Drug”** to other adult family members when Family Access is granted. **Members need to Sign in with their own username and password to view their sensitive medication drug names.**

X0647 ASO

X6341 BCRI F CHIP NONASO

X6321 BCRI F MEDICARE ADVANTAGE

X0315 HMO ON EXCHANGE

X0845 MOLINA MARKETPLACE CA

X0846 MOLINA MARKETPLACE FL

X0847 MOLINA MARKETPLACE MI

X0848 MOLINA MARKETPLACE NM

X0849 MOLINA MARKETPLACE OH

X0850 MOLINA MARKETPLACE TX

X0851 MOLINA MARKETPLACE UT

X0852 MOLINA MARKETPLACE WA

X0853 MOLINA MARKETPLACE WI

X0857 MOLINA MKT IL EXCHANGE

X0856 MOLINA MKT SC EXCHANGE

X1662 OSCAR HEALTH SELF INSURED

X1093 OSCAR HEALTHCARE

X0549 OSCAR SMALL GROUP NY

X1191 PHP HMO SOM

X1190 PHP INSURANCE COMPANY

X1192 PHP SERVICE COMPANY

X1193 PHYSICIANS HEALTH PLAN

X33HA STUDENT HEALTH

**** **Note:** The following subset of clients have the checkbox available from Family Access to allow sensitive medicines when granting family access.

X1193 PHYSICIANS HEALTH PLAN

X1190 PHP INSURANCE COMPANY

X1191 PHP HMO SOM

X6321 BCRI F MEDICARE ADVANTAGE

X6341 BCRI F CHIP NONASO

X0315 HMO ON EXCHANGE

X1192 PHP SERVICE COMPANY

X0647 ASO

A screenshot of a computer

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| Accessing the Financial Summary Report |

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** | Hover over the **Pharmacy Benefits** tab, and click **Financial Summary** from the options in the drop-down list or on the Dashboard.      **Result:** The **Financial Summary** page displays:   * Prescription claims filled through **Mail Order**, **CVS Pharmacy**, **CVS** **Specialty,** and **non-CVS retail pharmacies** display.   **Note:** Rejected or Reversed claims processed through non-CVS retail pharmacies do not display.   * Prescription claims are listed by medication name and Rx number with the **Last Filled** date. **Your Cost** reflects the total member cost for the Rx number for all fill dates combined. * All claims billed through insurance as well as paid for out of pocket (CVS) are listed.   **Note:** Claims for prescriptions filled at CVS Pharmacy are not listed from the Financial Summary page until the prescription(s) have been picked up. Claims that have been reversed or rejected are not listed.   * Members can click the caret next to each prescription/Rx number to expand/view the Fill Dates, Member Cost (amount applied to Deductible and HRA/FSA dollar amounts, if applicable), and name of pharmacy that filled the prescription for each fill date. * Total Rx Spend is displayed based on the date range selected. * Option to Print or download to a spreadsheet. * List Options allow the member to sort/filter their prescription claims to customize their view (**Example:** Select desired date range to view claims.) Filter settings are not saved for subsequent visits. * The date range is defaulted to **Last 6 months.** Members have the option to view prescription claims up to 36 months (three (3) years).   **C:\Users\C067779\Pictures\Urgent.png Prescriptions do not display for family members age 18 or older who have not granted Family Access to the member/adult dependent who is logged in. Age might vary by client.**  **C:\Users\C067779\Pictures\Urgent.png Disclaimers provided at bottom of Financial Summary page:**   * This report might not reflect all medicines dispensed during the specified period. * Costs displayed might not reflect coverage from any supplemental insurance plans. * Other Adjustments might include supplemental insurance coverage, manufacturer coupons, or other discounts.        * **List Options:** Filter settings are not saved for subsequent visits. |
| **3** | Click the caret next to each prescription/Rx number to expand and view the Fill Dates, Member Cost (amount applied to Deductible and HRA/FSA dollar amounts, if applicable), and name of pharmacy that filled the prescription for each fill date.  **Your Cost** reflects the total member cost for the Rx number for all fill dates combined.  **Result:** Details display for the prescription/Rx number for all fill dates for the prescription. |
| **4** | To print or download a **Financial Summary** **Report**:   * Click **List Options** to choose the desired date range for the report. * Click the option to **Print** or **Download** **spreadsheet**.   **Note:** If the member clicks on **Download spreadsheet**, there is an option to Save the **Financial Summary** **Report** as a CSV file or click Cancel.    **Example CSV report:** |

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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)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms (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)

[Caremark.com – Mobile App Navigation (096977)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f08a252-faee-4b46-8034-b0de97472c49)

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