# **Caremark.com – Order Status**

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**Description:** This document provides information on how to assist a member with viewing their order(s) filled through **Mail order,** **CVS Pharmacy**, and **CVS** **Specialty** in the Integrated Pharmacy Experience (IPE).

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| **Basic Information** |

* Screen captures 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.
* Orders recently placed through Caremark.com do not immediately show from Your Orders on Caremark.com or the main Order Status screen in PeopleSafe.

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| **Reviewing Order Status** |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com), and sign in. |
| **2** | Hover over the **Prescriptions** tab. Click **Order Status in the** dropdown,or click **Order status** located onthe Dashboard.      **Result: Your orders** page displays:   * Orders filled through **Mail Order**, **CVS Pharmacy**, and **CVS** **Specialty** display. * **Default view is 30 days, all statuses.** Members have the option to view their orders up to 36 months (three (3) years).   Orders do not display for family members aged 18 or older who have not granted Family Access to the member/dependent who is signed in. Age may vary by client.  Members are able to see each step of their order process, which includes one of the following statuses:   * Delayed * We’re working on it * Ready * Prescriber contacted * Pending * Not filled * Order received * Shipped * Upcoming * Delivered * Picked up   A screenshot of a medical application  AI-generated content may be incorrect.  From **View details** link, members can:   * View all details relevant to the order:   + Visual order tracker.   + Order number and Cost.   + Shipping information: Shipped to address, shipping carrier, Tracking number and link to track shipment.   + When an order requires Ship Consent or is in Payment Hold, Participant Hold, or Prescriber Hold status, members see the appropriate status.       **Stop/Cancel Prescription:**   * Select **Cancel order**. * Select an option (reason) for canceling the order:   + Cost of prescription   + Do not need right now   + No longer taking this medication   + Other   + Prefer not to answer * Click **Cancel order**.   **Note:** Member cannot add the prescription(s) back on the order once canceled.  **Result**: Confirmation of cancelation request and the status reflects Canceled/Not filled from Your Orders.  **Change Shipping Address:**   * Select **Change shipping address**. * Select an address on file, and click **Save**. * Add new address:   + Type address.   + Option is available to select Make this my primary address.   + Click **Confirm**.   **Result:** Confirmation of updated Shipping address is shown from Your Orders.    **Change Shipping Method:**   * Select **Change shipping method**. * Select:   + **Standard shipping (Free)**   + **Next day shipping ($23)**   + **Two-day shipping ($17)** * Click **Done.**   **Note:** If faster shipping is selected, the fee is charged to the payment method used for the order.  **Result:** Confirmation of **updated Shipping method** is shown from Your Orders. |

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| **Medicare D: Ship Consent** |

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

* Member click on either **View Order Status** from the drop down menu or **Order status** on the dashboard.
* Member see messages on their prescriptions that state, “We need your help” and “Medicare requires that we get your approval before shipping this medication.”
* Member click **View & approve**.
* Member are taken to the Order details and see the message, “We need your help. Medicare requires that we get your approval before shipping this medication” with an approve button.
* All prescriptions that need to be approved populate in a pop-up box.
* Member can select all or individual prescriptions for which they would like to provide approval. Then click **Approve**.
* Member see a confirmation message that reads, “We’ve received your approval. We’ll get working on your (prescription names) order.”
* Member message changes to Pending.

A screenshot of a phone

Description automatically generated

A screenshot of a medical form

AI-generated content may be incorrect.

A screenshot of a prescription

AI-generated content may be incorrect.

A screenshot of a medical prescription

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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)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

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