**Caremark.com – View/Refill All Prescriptions**

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**Description:** Provides information for members on how to order refills for prescriptions filled through Mail order, CVS Pharmacy, and CVS Specialty on Caremark.com.

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| **General Information** |

**Note:** The clients listed below have **sensitive medication restrictions.** Prescriptions filled at **Specialty pharmacy** and **CVS retail are not** listed from the **View/Refill All Prescriptions** page on Caremark.com or the Caremark mobile App for these clients. Members can go to CVSSpecialty.com or CVS.com to refill those prescriptions. Mail and non-CVS retail prescriptions **are** listed from **View/Refill All Prescriptions**. Non-CVS retail prescriptions are listed with a Refill Options link to continue refilling at their local pharmacy, transfer to CVS, or transfer to CVS Caremark Mail. The number of refills remaining for Non-CVS prescriptions are not available on Caremark.com.

Prescription claims for prescriptions filled at CVS, Specialty, Mail, and non-CVS pharmacies **are** listed from the **Financial Summary** page.

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

**Sensitive Medication/Family Access Note:**

Sensitive medications are suppressed and **not** be viewable 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 medications.

**Exception:** Sensitive Medications are listed from the Financial Summary page and show as “Private Drug.”

**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

POS and PCL only plans: Members covered under POS (retail) and PCL (paper claim) only plans do not have full access from the Prescriptions tab to view/refill their prescriptions filled at CVS. Only the Financial Summary is available. The member can register/log in on CVS.com to view their CVS retail prescriptions.

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| **What’s New?** |

A new Prescription List Page is currently available for members.

Features include:

* New Prescription List defaults to show prescriptions in the previous 6 months, Rx status (most relevant), All statuses.
* Filters allow members to:
  + Sort by: Rx status (most relevant), Most recently filled, Drug name (A-Z), and Drug name (Z-A)
  + Time frame: Last 6 months, and up to 24 months
  + Status: Options available depend on the type of Rx statuses the member has. In addition to All statuses, options might include Due for refill, Scheduled, We need your help, On the way, Authorization required, Pending, and Inactive.
* Add to cart button.
* Continue to cart, options include:
  + Required health questions
  + Change shipping address
  + Remove Rx from the cart
  + Change shipping method
  + Pharmacy options
  + Enroll in Auto refill
  + Check out button
  + Footnotes
* Options menu allows member to:
  + Add to cart
  + View Rx details
  + Turn auto refill on (client specific)
  + Hide prescription
* Show older option located at the bottom of page to expand the date range up to 24 months.

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| **Refill Prescriptions** |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign on. |
| **2** | Hover over Prescriptions. Click **My Prescriptions**.    **or**  Click **My Prescriptions** from the dashboard.    **Result:** The Your Prescriptions page populates. |
| **3** | Click **Add**.  **Result:** The prescription added to the cart shows the number of prescriptions selected for refill.  A screenshot of a medical prescription  AI-generated content may be incorrect. |
| **4** | Select **Continue to cart**.  **Result:** The system navigates to the Cart page, which shows the following:   * Shipping method * Ship to address * Medications ordered * The member is presented with the option to enroll their prescriptions in the **Automatic Refill** Program (ARP). This option will only appear if the client participates in the program and the medication is not already enrolled. * The member is able to change the shipping method from standard shipping ($0) to next day ($23) or two day ($17) shipping.   Click **Check out**.  A screenshot of a medical form  AI-generated content may be incorrect.  **Result:** The system navigates to a page for the member to answer two (2) health questions. |
| **5** | Click **Submit**.  **Note**: If the questions were previously answered, the member does have the option to review the answers; however, it is not mandatory.  A screenshot of a computer screen  AI-generated content may be incorrect.  **Result**: The system navigates to the Checkout Review order page. The member can change their payment option only on this screen.  A screenshot of a online order  AI-generated content may be incorrect.  **Fill/Bill Clients**  Members who are covered under a plan that offers Fill/Bill will have the option to **Receive your bill in the mail – Pay later.**    **Note:** If the estimated cost of the order is $0.00 or N/A, the member will not be presented with the option to receive a bill in the mail / Pay later. |
| **6** | Click **Place order**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The member’s order is submitted.  **Note:** If the member navigates to the My Prescription page, available refills will show as zero (0).  In Process, Scheduled (future fill), or recently “Shipped” prescriptions that have refills remaining are listed with “0” refills. If there are applicable refills, the number of refills can take up to ten (10) days to repopulate after the order has shipped. Portal is functioning per design.  A screenshot of a chat  AI-generated content may be incorrect. |

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| **Hide / Unhide Prescriptions** |

Perform the steps below:

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| **Steps** | **Action** |
| **1** | Click **Options.** |
| **2** | Click **Hide Prescription** from the menu. |
| **3** | Click **Submit** to move the prescription to the Hidden Prescriptions list. |
| **4** | Click **Unhide** to move the prescription back to the refill list to refill or renew. |

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| **ReadyFill** |

Perform the steps below:

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| **Steps** | **Action** |
| **1** | Prescriptions eligible for the ReadyFill program show an Auto refill toggle button. If the toggle is gray with an “x,” the prescription is not enrolled in the ReadyFill program. If the toggle is green with a “check,” the prescription is enrolled in the ReadyFill program.  A screenshot of a chat  AI-generated content may be incorrect.  **Note:** Members are also able to enroll in the ReadyFill program during the checkout flow.  The Next auto fill date displays the date prescription(s) enrolled in Auto Refill or Auto Renew will be released from the mandated 16-day hold period and begin to be filled. The ReadyFill program does not fill the prescriptions based off the plan’s utilization/next scheduled fill date.  The ReadyFill program factors in the previous fills of the drug. For ReadyFill Orders, the order will begin filling when the member has 7 days of medication on hand, according to the accumulation of all previous fills. An alert is sent to the member to advise the order will begin filling in 16 days **(after the mandated 16-day hold). This is** the same date displayed from Caremark.com All Prescriptions list.  If the member would like to fill the prescription before the scheduled auto fill date, they can un-enroll the prescription(s) from the ReadyFill program.  A screenshot of a chat  AI-generated content may be incorrect.  Viewing the Accumulation of fills and schedule Auto Refill/Renew dates  Compass Rx Alerts:  A screenshot of a computer  AI-generated content may be incorrect.  PeopleSafe Prescription Level Comments:  A screenshot of a computer  AI-generated content may be incorrect. |

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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](file:///C:\Users\C067779\Downloads\CMS-2-017428)

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

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