# Caremark.com – Deleting Member Registration

[Important Notes](#_Toc89245595)

[Troubleshoot Before Deleting](#_Toc89245596)

[Appropriate Scenarios for Deleting a Member Registration](#_Toc89245597)

[Deleting a Member Registration on Caremark.com](#_Toc89245598)

[Related Documents](#_Toc89245599)

**Description:** Provides help to Customer Care determine if a request to delete a member’s registration on Caremark.com is warranted.

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| Important Notes |

If you have not been trained to delete a member registration, contact the Senior Team for assistance. Refer to[When to Transfer Calls to the Senior Team (016311)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\UJ30FJ4\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\H3E3P1M2\TSRC-PROD-016311).



[Top of the Document](#_top)

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| Troubleshoot Before Deleting |

Caremark.com HIPAA Regulations apply when deleting a member’s Caremark.com registration. Refer to [Caremark.com - HIPAA Regulations and PHI Form (038100)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-PCP1-038100).



**Refer to** [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements (015452)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452).



* You should no longer need to delete a member’s registration from an inactive account to allow the member to access their active account. Members who have or have had more than one plan with CVS Caremark in the past 36 months based on termination date have a new feature displayed on the dashboard titled “**View my plans”**. This allows members to access any of their plans by just clicking on the link, selecting the plan they want to access, and sign in with the same username and password.
* If the member’s previous plan termed more than 36 months ago and the member wants to register using the same email address, proceed with deleting the registration.

Troubleshoot using the below scenarios:

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| **Scenario** | **Resolution** | |
| Has the member’s previous plan termed more than 36 months ago? | Reference the table below: | |
|  | **If…** | **Then…** |
| Yes | Proceed to [Appropriate Scenarios for Deleting a Caremark.com Account](#_Toc460324755). |
| No | IF member signs in and their account is inactive or not their current plan:  Ask the member to click “**View my plans**”.  Members will see current, upcoming, and past plans in the last 36 months based on the termination date. If the member wants to access or view another plan, they simply select the plan and sign in again using the same username and password. |
| Has the Member signed into the account within the past 180 days? | Reference the table below: | |
| **If…** | **Then…** |
| Yes | Proceed to [Appropriate Scenarios for Deleting a Caremark.com Account](#_Toc460324755). |
| No | The Registration status indicator in PeopleSafe will indicate **Inactive/Winback**.  This indicates that the member is registered on caremark.com; however, they have not logged in for 180 days (6 months) or longer.    Send a reactivation email to assist the member with accessing their account.  Proceed to [Appropriate Scenarios for Deleting a Caremark.com Account](#_Toc460324755). |
| Is the Member signing in with the correct Username? | **If the member created a** **username containing special characters/symbols or spaces, they will not be able to sign in again.** Instead, they are routed back to the sign in page to try to log in over and over. This also prevents Customer Care from accessing Caremark.com internally from PeopleSafe to delete the registration. A web error form will need to be submitted to request a ticket be opened to delete the registration.  Reference the table below: | |
| **If…** | **Then…** |
| Yes | Proceed to [Appropriate Scenarios for Deleting a Caremark.com Account](#_Toc460324755). |
| No | You may provide the Member with their Username provided that the member has been fully authenticated per the Web Support HIPAA guidelines. Refer to [Caremark.com - HIPAA Regulations and PHI Form (038100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb). |
| Is the Member using the correct password? | Reference the table below: | |
| **If…** | **Then…** |
| Yes | Proceed to [Appropriate Scenarios for Deleting a Caremark.com Account](#_Toc460324755). |
| No | Ask the member to complete the **Forgot Password** steps located at the bottom of the Sign In page to reset their password and sign in. |

[Top of the Document](#_top)

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| Appropriate Scenarios for Deleting a Member Registration |

Reference the scenarios below:

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| **Scenario** | **Resolution** |
| Member wants to re-use a Username from a previous account that termed more than 36 months ago. | If a member requests a previous registration be deleted, suggest that the member can use a different email address as their username. If the member does not have another email address, suggest that the member may use their existing email address to receive their email alerts and a unique username can be created when registering under their current benefit plan.   * If the member insists on using the same email address as their username when re-registering under their current/active account, **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. * If unable to locate the previous registration under a termed account, submit a web error requesting further research to locate and delete the registration. Refer to:  * + [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9)   + [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\windows\INetCache\Downloads\TSRC-PROD-046777) |
| CCR was registering member and mistyped the username | Delete registration. |
| The member has not logged in for over 180 days, the reactivation link did not allow member to access/sign in to their account. | Delete registration. |
| The member has relayed a valid reason to delete the registration.  **Examples:** The member wants to use their current email address as their username, the member no longer wishes to be registered on Caremark.com, etc. | Delete registration. |
| Single Sign-On and Single Sign-On+Auto Registration clients/members.  **Note:** The option to delete a member registration may not be available for all clients  **Example:** CareFirst. | Refer to [Caremark.com – Single Sign-On Clients (SSO) (006534)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Temp\Temp1_Deleting%20Member%20Registration.zip\Deleting%20Member%20Registration\TSRC-PROD-006534). |

[Top of the Document](#_top)

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| Deleting a Member Registration on Caremark.com |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Access the member’s Caremark.com. |
| **2** | Click **Account** at the top of the page.  **Note:** When clicking on the **Profile** link, Customer Care will be taken directly to the **Profile** page. |
| **3** | **Delete Registration** is located on its own page and can be accessed by selecting **Customer Care** from the bottom of the left menu. Option to delete a registration is available to **Customer Care/Internal Users only.**   * Select **Customer Care** from the left menu. |
| **4** | Select **Delete registration.** Modal will be prompted to confirm action.   * Click **Confirm deletion.**   **Note:** If after deleting the registration, the member is receiving an error when registering or is unable to log in after re-registering, submit a web error form to have the issue researched.  Refer to:   * [Caremark.com – Web Error Form Process (Internal) (041424)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\windows\INetCache\Downloads\TSRC-PROD-041424) * [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\windows\INetCache\Downloads\TSRC-PROD-046777) |

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:** [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)

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

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms (017428)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\afbuccil\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Temp\Temp1_Deleting%20Member%20Registration.zip\Deleting%20Member%20Registration\CMS-2-017428)

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

[Top of the Document](#_top)

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