# Caremark.com - Access Secure Message Center

[Process](#_Toc89326623)

[Related Documents](#_Toc89326624)

**Description:** Provides information on how a member can view, send, and delete messages from the Secure Message Center.

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| Process |

**Notes:**

* Only members who are signed in with their username and password can Compose and Delete messages. Customer Care cannot compose/delete messages internally.
* Screen capture might not match the 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.

Instruct the member with these steps:

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| **Step** | **Action** | |
| **1** | Access [www.caremark.com](http://www.caremark.com) and Sign in. | |
| **2** | Select the **Message Center** link in the upper right hand corner.    **Result:** Secure Message Centerdisplays.   * Messages that have been responded to are listed in the **Inbox**. * If a message has not yet been responded to, the member’s message will appear under **Sent** until a response has been provided. | |
| **3** | Perform one of the following options: | |
| **If the member wants to…** | **Then…** |
| Read Message | Click the message link. |
| Compose (Send Message) | Click the **Compose** button.    This populates the Compose a Message page. There is a note to members that states: “If you want to cancel an order or have an issue that needs immediate attention, please call Customer Care toll-free at the number on the back of your member ID card. If you do not have a member ID card, please call Customer Care at 1-800-552-8159.”   * Complete the form. * Click **Send**. |
| Delete Message (Inbox or Sent) | **Inbox:**   1. Check box next to message. 2. Click **Delete Selected**. 3. A pop-up appears. Click **No, Cancel** or **Yes, Continue**.     **Sent:**   1. Click box next to message. 2. Click **Delete Selected**. 3. A pop-up appears. Click **No, Cancel** or **Yes, Continue**. |
| Delete Read Messages | 1. Read the message. 2. Click **Delete**. |

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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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Changes Made by Web Team Sub Committee

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