# Caremark.com - Account Balance and Payments

[View Mail Service Account Balance](#_Toc106704037)

[Making a Payment](#_Toc106704038)

[SilverScript Premium Payments (Medicare D)](#_Toc106704036)

[Related Documents](#_Toc106704039)

**Description:** This document provides information on how members can **View Account Balance**, **Payment and Activity History**, and **Make a Payment** online. If making payments for the **Account Balance**, pre-authorizations are allowed when Credit Card options are chosen.

|  |
| --- |
| View Mail Service Account Balance |

Follow the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Access [www.caremark.com](http://www.caremark.com) and Sign In. | |
| **2** | If a member has a balance due, the outstanding balance will be displayed from the Dashboard with link to **Make a payment**. Option to pay your balance will not be shown if member has a $0.00 balance. | |
| **3** | If no balance is due, members can access and **Review Payment history** from the **Balance & payment** page by selecting the **Profile** link and then select **Balance & payment** in the left menu to view their payment history. | |
| **4** | The **Balance and Payments** page displays.   * **Note:** Outstanding balances do not include orders in process or still in the shopping cart (order not submitted yet). * Members have option to **Pay balance in full** or **Pay a custom amount**. * **Choose payment method:** Balances can be paid with an existing payment method on file, or a new payment method can be added. * Link is available to **Review Payment history**. * Outstanding balances can be paid with an FSA/HSA/HRA card. * Select **Make a payment** to submit payment.     **Note:** Credit balances will be applied to future mail service orders. Members can contact Customer Care to request a refund, if preferred. | |
| **5** | **Mail Service Payment History**.  The previous six months of account activity will display. The member can change the dates to view **up to 18 months** of payment and activity history.      **Note:** If the member requires more than **18 months** of payment and activity history, a payment dispute task should be submitted. Refer to [Balance Transaction History/Payment Dispute (Mail Order Claims Only)](file://C:\Users\kt533\AppData\Local\Microsoft\windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\WY47H1SD\CMS-2-004578).  Reference the table below: | |
| **If…** | **Then…** |
| Member needs a payment transaction report for their records or to provide to their FSA and we are unable to request an invoice due to the order being more than 30 days old. | Create an RM task, Billing and Payment Dispute.   * **Task Category:**  Billing/Payment * **Task Type:**  Payment Dispute * **Queue:**  Finance - Northbrook   **Note:** “Please send the member atransaction history report from [date] to [date]”  **Note:**  All requests must be mailed to the default address on file. Requests to be mailed to a different address, other than the default address, or to an Authorized party must be submitted in writing by the member themselves or their designated Power of Attorney (POA). |

[Top of the Document](#_top)

|  |
| --- |
| Making a Payment |

Instruct the member with these steps to make a payment:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Perform Steps below from **Balance & payment**. | |
| **2** | Use the following scenarios to determine appropriate action: | |
| **If…** | **Then…** |
| The member is paying the full amount due or paying a custom amount | Click on the radio button next to **Pay the full** **amount** or **Pay a custom amount**. If selecting custom amount, enter the amount to be paid (ex: 10.62) in the custom amount field. **Note:** The member will need to include the full amount of dollars and cents.   * Click **Save and continue**.     **Default payment method will be shown as currently selected.**  Options may include:   * Electronic check processing * Credit Card   To proceed with making a payment, click **Select payment method**.    **To add a new payment method, refer to** [Caremark.com - Payment Options](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcbe2368-ea4d-4371-8171-302498cff3fe).  **Review payment Information:**   * **Payment amount** is displayed with link to **Edit payment amount,** if needed. * **Payment method** is displayed with link to **Select a different payment method,** if needed. * Disclaimer and link to the Privacy Policy is provided. * Click **Submit payment** button.     **Note:**   * The "Full Name on Account", "Account Type", "Account Number", and "Routing Number" fields will be non-editable on the **Edit Electronic Checking Account** page. To make changes, the member will need to click the **Profile** link at the top of the page and then click **Payment methods**. * If the member has an order pending, the **Account Balance** will not be able to be paid. A message explaining this will display. |
| Order Placement - member has a past due balance and is placing an order | When placing an order, **the total cost charged will include the outstanding account balance.**  **Note:** Clients who offer fill/bill (client specific) may have option to **Send me an Invoice** by clicking **Change Payment** although they have an outstanding balance as we continue to ship their prescriptions up to a certain dollar amount as previously agreed on by the client.  **Note:** **Past Due** balances may display as result of a payment in process or a payment in the mail. |
| **3** | The **Payment Confirmation** page will display if the member is paying through the **Mail** **Service Account Balance and Payment** page. | |

[Top of the Document](#_top)

|  |
| --- |
| **SilverScript Premium Payments (Medicare D)** |

**Note:**  Screen capture may 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.

 Members must go to **AetnaMedicare.com** to pay their premiums through **InstaMed** (this option is currently **not** available from Caremark.com).

Follow the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Select **Pay Premium.**    **Result:** Members are advised they are leaving **AetnaMedicare.com** for **InstaMed.com.** |
| **2** | Select **Pay Now.** |
| **3** | Options available to **Log In, Sign Up,** or **Make a Payment** by entering their Email, Payment ID, Birth Date, and Zip, then select **Pay Now**. |

[Top of the Document](#_top)

|  |
| --- |
| 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\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\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\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Downloads\CMS-2-017428)

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

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**