# Caremark.com - Payment Options

[Updating/Adding Payment Options](#_Toc109295123)

[Payment Methods – Updating Through Other Screens](#_Toc109295124)

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**Description:** Provides instructions for how members can add, edit, or delete payment methods on CVS Caremark.com.

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| Updating/Adding Payment Options |

Instruct the member with the following steps:

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| **Step** | **Action** | | | |
| **1** | Sign on to [Caremark.com](https://www.caremark.com/). | | | |
| **2** | Click **Account** located on the top upper right side of thedashboard. Click **Payment methods** located in the dropdown. | | | |
| **3** | Select the existing payment method to **Edit** or **Add** a payment method.  Members can change their default payment method or remove payment methods. Changes will apply to future orders. The payment method **will not** be changed for orders that are currently in process.  The following methods can be used to pay mail service account balances:   * Visa * Mastercard * American Express * Discover * Electronic Checking     Use the following scenarios to determine appropriate action: | | | |
| **4** | **If…** | **Then…** | | |
| Removing a payment method.  Editing a payment method  (Expiration date, Account name, and Payment method settings) | Perform the following: | | |
| **Step** | **Action** | |
| **1** | Select the **Edit payment method**. | |
| **2** | Click **Remove** **card** located at the bottom of the page.    **Result:** **Remove card confirmation** pop up displays with option to **Remove** or **Cancel**. | |
| **3** | If selecting **Remove**, message **“You successfully deleted your payment method”** is displayed to confirm. | |
| Editing a payment method  (Expiration date, Account name, and Payment method settings)  Adding a new payment method. | Perform the following: | | |
| **Step** | **Action** | |
| **1** | Click **Edit payment method.** | |
| **2** | Enter the changes and click the **Save Changes** button.  Members can:   * Update the **card expiration date**. * Change **Account name**. * Change **Payment method settings**.   + **Set as default payment method** (optional) or   + **Allow family members to pay with this account** (optional)   **Disclaimer** shown on the page**:** We are not responsible for changes made to your account by individuals that you give permission to manage your account. Unless a different payment method is selected, a default payment account on file will be used for any balance thay owe and for future orders. Your information is used in accordance with our [Privacy Policy.](https://www.caremark.com/v2/)   * Click **Save changes** at the bottom of page.   The credit card number cannot be edited. The member will need to remove the payment method by clicking **Remove card** at the bottom of the page and add a new credit card.  **Note:** If a member changes the method of payment to Default, it will only change for that person.   * Confirmation is received: **You successfully updated your payment method.**     Confirmation: **You successfully updated your payment method.** | |
| Adding a new payment method. | Click **Add payment method.**  The following payment methods can be added and used to pay mail service account balances:   * Visa * Mastercard * American Express * Discover * Electronic Checking     Use the following scenarios to determine appropriate action: | | |
| **If adding…** | | **Then…** |
| Electronic Check Processing Account. | | Select the radio button for **Bank Account**, then select **Checking** or **Savings**.   * Enter **Account** and **Routing number.** * Enter **first** and **last name** on the account. * **Name this account**.   + **Note:** **Name this account** is a required field. * **Payment method settings** Select:   + Set as default payment method (optional).   + Allow family members to pay with this account (optional).   **Disclaimer** listed on the page**:** When you use your Electronic Check Processing Account to pay for your order, we will process an ACH transaction to your bank account after shipping your order. For your records, your final payment amount will be adequate funds in your bank account to make this payment. As a courtesy, we will call you to confirm your payment if any of the individual items in your order exceed $250.  We are not responsible for changes made to your account by individuals that you give permission to manage your account. You must be at least 18 years old to add this account. Unless a different payment method is selected, a default payment account on file will be used for any balance that you owe and for future orders. Your information is used in accordance with our Privacy Policy   * Click **Save** and **continue** at the bottom. * Confirmation is received: **Payment Method Added Successfully**     **Confirmation:** Payment Method Added Successfully |

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| Payment Methods – Updating Through Other Screens |

In addition to using the **Payment Methods** page, members can also update payment methods on the following pages:

* **Review Refill Order** before submitting their order.
* **Mail Service Account Balance** **and Payment** page while paying balance on account.

The **Account Nickname** field has been removed and a default nickname will be applied when adding a new payment method from the **Review Refill Order** page.

**Edit Electronic Checking Account:**

* When accessed from **Review Refill Order**, the **Full Name on Account** and **Account Type** fields will be non-editable.
* When accessed from Mail Service Account Balance and Payment page, **Name on Account**, **Account Type**, **Account Number**, and **Routing Number** fields will be non-editable.

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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 (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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