# Caremark.com — Temporary ID Cards

[Print Temporary ID Cards](#_Toc204249668)

[Parent SOP](#_Toc204249669)

**Description:** Information for members on how to view or print a temporary ID card on Caremark.com.

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| Print Temporary ID Cards |

The **Print Member ID Card** option may be client specific and/or suppressed online for clients that issue their own cards.

For information on how to view and/or print a temporary ID card on Mobile App or the Mobile website, refer to the following:

* [Caremark.com – Mobile App Navigation (096977)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f08a252-faee-4b46-8034-b0de97472c49)
* [Caremark.com Mobile Site Navigation (096975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f329fbef-e96a-460f-aba9-d806baab2d41)

Instruct the member how to view and print their ID card:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. |
| **2** | There are two (2) ways to access the Digital ID Card:   * Access **Account** and click on **Member ID Card** from the menu.   Or   * Click on **Member ID Card** from the dashboard. |
| **3** | **Result**: **Member ID card** displays. |
| **4** | Click **Print Member ID card** button to print the digital ID card.     * Digital-friendly layout that optimizes viewing and removes accessibility issues. Format auto-expands to make room for the addition of information in the future (dependent information, deductibles, and max out-of-pocket values). * Customer Care number is dynamic (same as the number shown on Authenticated Contact Us page). * Paper Claims address is the same address as shown on the Paper Claims pdf found under Print Plan forms.     **Note**: If the ID number field is blank on the card, it is likely that the ID number is the member’s social security number.  The Digital ID card reflects the name of the person logged in. The permanent ID card sent to the member by mail may only have the primary member’s name on the card, but the Digital and permanent ID card can be used at the pharmacy for all covered dependents.  Option to **Request an ID Card** on Caremark.com is **client specific**.   * The member can request an ID card to be mailed by clicking **Request an ID Card**. The member then needs to input the Cardholder’s name, email address, and shipping address. |

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| Parent SOP |

**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)](file:///C:\Users\Ur17ihl\Desktop\AppData\Local\Microsoft\windows\INetCache\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 (105672)](file:///C:\Users\Ur17ihl\Desktop\AppData\Local\Microsoft\windows\INetCache\Content.Outlook\SG15UMCB\CMS-PRD1-105672)

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