**Caremark.com – Web Error Form Process (Internal)**

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**Description:** Provides the procedures for Internal (Commercial and MED-D colleagues) for how to submit a [Web Error Form](https://aetnao365.sharepoint.com/sites/Digitalwebsupport)after you have consulted all the standard resources and cannot locate a solution.

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| Information |

One of the responsibilities of a Customer Care Representative (CCR) is to assist members with navigation and help solve any technical/navigational problems that arise as they use the Caremark.com website.

**Note:** If you have not yet needed to submit a web error form, it is recommended that you click the link [Web Error Form](https://aetnao365.sharepoint.com/sites/Digitalwebsupport) to request access to the SharePoint site (if needed). This prevents delays with accessing the form if an issue needs to be reported while speaking with a member.

C:\Users\c074532\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\518A4990.tmp**Vendor Partners Only:** Refer to [Caremark.com – Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2) when a web error form must be submitted.

**Note:** When handling any interactions with a member, remember to use your customer care skills to provide a positive customer experience and first call resolution whenever possible.

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| Web Error Forms Process |

If the member is experiencing an issue or error on Caremark.com website and you can duplicate the error, a Web Error Form **(WEF)** might need to be submitted:

* Check **Activity Notes** to determine if a WEF was previously submitted for the member.
* If a WEF was already submitted for the member for the same issue, it is not necessary to submit an additional WEF.
* Advise the member that their issue has already been submitted for review and is in the process of being researched and evaluated for resolution.
* Be sure to reference the **Client CIF**, **work instructions/jobs aids** applicable to the page the member is experiencing an issue available in **theSource** as well as the [Caremark.com – Web Error Reporting and Troubleshooting Guide (066155)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8) to assist with troubleshooting website issues.

C:\Users\c074532\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\518A4990.tmp**Commercial Care Web Support:**

**If** and **only** after you have reviewed the client CIF and applicable Caremark.com work instructions/job aids in theSource, you are unable to handle a call and need further assistance, contact the **Senior Team at 1-877-216-8707**. This includes website related issues for carrier Z6500-FEP.

C:\Users\c074532\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\8E53B61E.tmp**Med D Web Support:**

**If** and **only** after you have reviewed the client CIF and applicable Caremark.com work instructions in theSource,you are unable to handle a call and need further assistance, contact the **Med D** **Senior Team at 1-877-209-5167 (HealthPlan/EGWP), Option 1 for assist calls** and **Option 2 for escalations**. **SilverScript escalations warm transfer to1-888-572-0869, Option 2.** Refer to[MED D - When to Transfer Calls to the Senior Team (018060).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)

  **Aetna:**

Although Aetna is under the CVS Health business umbrella, most members with Aetna Medicare D insurance will log in with Aetna.com and use the pharmacy links to access their pharmacy information. We do not handle website related issues for Aetna Navigator.

Advise Aetna members to access their pharmacy benefits information using the website on the back of their member ID card. This is also the message returned if the member attempts to register from Caremark.com. The chart below shows Aetna Medicare D client codes with the website they will use.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RxClaim Carrier Code** | **Carrier Description** | | **Aetna URL (Website)** | **Pharmacy web platform** |
| 771A | AETNA-NG MAPD H7149 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771B | AETNA-NG MAPD H7301 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771C | AETNA-NG MAPD H8649 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771D | AETNA-NG MAPD H1608 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771E | AETNA-NG MAPD H1609 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771F | AETNA-NG MAPD H1692 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771G | AETNA-NG MAPD H2663 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771H | AETNA-NG MAPD H3928 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771J | AETNA-NG MAPD H3959 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771K | AETNA-NG MAPD H5302 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771M | AETNA-NG MAPD H5522 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/" \t "_blank) and [Boeing.AetnaMedicare.com](https://www.aetnamedicare.com/boeing/en/index.html) - For Boeing members only | Aetna Health integrated pharmacy experience |
| 771N | AETNA-NG MAPD H5325 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771P | AETNA-NG MAPD H3239 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771R | AETNA-NG MAPD H8597 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771S | AETNA-NG MCPP-MEDCRS MDCL | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | No pharmacy experience for MA only |
| 771T | AETNA-NG MAPD R6694 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771U | AETNA-NG MAPD H3192 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771V | AETNA-NG MAPD H4982 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771W | AETNA-NG MAPD H0523 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771X | AETNA-NG MAPD H1109 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771Y | AETNA-NG MAPD H3152 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 771Z | AETNA-NG MAPD H3312 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772A | AETNA-NG MAPD H3219 AH JV | | [allinahealthaetnamedicare.com](https://allinahealthaetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772C | AETNA-NG MAPD H9431 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772D | AETNA-NG MAPD H0628 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772E | AETNA-NG MAPD H2056 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772F | AETNA-NG MAPD H3146 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772G | AETNA-NG MAPD H3288 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772H | AETNA-NG MAPD H3748 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772J | AETNA-NG MAPD H4711 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772K | AETNA-NG MAPD H4835 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772M | AETNA-NG MAPD H5593 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772N | AETNA-NG MAPD H3597 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772P | AETNA-NG MAPD H3931 | | [www.aetnamedicare.com](http://www.aetnamedicare.com) | Aetna Health integrated pharmacy experience |
| 772Q | AETNA-NG MAPD H4523 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772R | AETNA-NG MAPD H5793 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772S | AETNA-NG MCPP-MDCL AH JV | | [allinahealthaetnamedicare.com](https://allinahealthaetnamedicare.com/) | no pharmacy experience for MA only |
| 772U | AETNA-NG MAPD H8332 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 772V | AETNA-NG MAPD H5521 | | [www.aetnamedicare.com](http://www.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 773B | AETNA-NG MAPD H2293 | | Secondary Plan | Aetna Health integrated pharmacy experience |
| 773D | AETNA-NG MAPD H1609 FL PR | | Secondary Plan | Aetna Health integrated pharmacy experience |
| 773E | AETNA-NG MAPD H1609 FL SC | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Secondary Plan |
| 773F | AETNA-NG MAPD H5522 ST CT | | [ct.aetnamedicare.com](https://ct.aetnamedicare.com/) | Aetna Health integrated pharmacy experience |
| 773G | AETNA-NG MAPD H5522 SIG+ | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Aetna Health integrated pharmacy experience |
| 773H | AETNA-NG MAPD H5522 DOW | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Caremark.com |
| 773J | AETNA-NG MAPD H5522 ST ILL | | [StateOfIllinois.AetnaMedicare.com](https://illinois.aetnamedicare.com/?cid=off-all_4262) | Aetna Health integrated pharmacy experience |
| 773M | AETNA-NG MAPD H1206 | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Aetna Health integrated pharmacy experience |
| 773N | AETNA-NG MAPD H5309 | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Aetna Health integrated pharmacy experience |
| 773P | AETNA-NG MAPD H3312 NY FIDE | | [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com/) | Aetna Health integrated pharmacy experience |
| 773S | AETNA-NG MCPP-MDCL CONY | |  | no pharmacy experience for MA only |
| 77ZX | AETNA-NG H5522 YALE PRI | | [www.aetnabetterhealth.com](https://www.aetnabetterhealth.com/) | Aetna Health integrated pharmacy experience |
| 77ZY | AETNA-NG H5522 YALE SMOOP | | Secondary Plan | Secondary Plan |
| 7797 | AETNA-STCOB SMOOP-CMKMAIL | | Secondary Plan | Secondary Plan |
| 7798 | AETNA-STCOB SMOOP | | [www.aetnabetterhealth.com](https://www.aetnabetterhealth.com/) | Secondary Plan |
| 881B | AETNA NJ FIDE H6399 PRI | | [www.aetnabetterhealth.com/new-jersey-hmosnp/index.html](https://www.aetnabetterhealth.com/new-jersey-hmosnp/index.html) | Caremark.com |
| 881C | AETNA NJ FIDE H6399 SEC | | Secondary Plan | Secondary Plan |
| 881E | | AETNA VA HIDE/QMB H1610 | [www.aetnabetterhealth.com/virginia-hmosnp/members/hmo-snp/rxdrugs-](https://www.aetnabetterhealth.com/virginia-hmosnp/members/hmo-snp/rxdrugs-) Virginia members | Caremark.com |
| 8843 | | AETNA VA FIDE H1610 PRI | [www.aetnabetterhealth.com/virginia-hmosnp/members/hmo-snp/rxdrugs-](https://www.aetnabetterhealth.com/virginia-hmosnp/members/hmo-snp/rxdrugs-) Virginia members | Caremark.com |

C:\Users\c074532\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\935F67DC.tmp**NEJE (New England Joint Enterprise Blue Medicare Rx):**

**If** and **only** after you have reviewed the applicable Caremark.com work instructions in theSource and client CIF,you are unable to handle a call and need further assistance, contact the dedicated Senior Team: **Warm transfer**to 1-800-790-6382, **Option 1 for assist calls** and **Option 2 for escalations**.

**If** it is determined that a **valid** web error exists **and** a Web Error Form (WEF) **was not** previously submitted for the member, follow the steps below to submit a Web Error form:

“Step/Action” Table:

|  |  |
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| **Step** | **Action** |
| **1** | Review the Open Issues in the [Caremark.com - Open and Closed Tickets Reference Sheet (099516)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd538ea8-b63b-43ee-86ec-f774618a228d) to determine if the issue the member is reporting is a known issue. Advise the member of the known issue and suggested work around, if available. If a fix has been scheduled, provide the ETA/Release Date. If a ticket exists for the issue, include the ticket number in the notes and submit a WEF with the required information for tracking purposes to ensure the member can be contacted when resolved.  If there is no information available in the [Caremark.com - Open and Closed Tickets Reference Sheet (099516)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd538ea8-b63b-43ee-86ec-f774618a228d), **inform the member that we are unable to provide a specified Turn Around Time (TAT) for resolution at this time.**  If a ticket must be opened to be researched by IT, the Digital Website Support team will contact the member when resolved.  All tickets received are researched and evaluated. Due to the complexity of some issues, it can take longer to determine the root cause, level of effort required to resolve, and be scheduled into a release.  **HIPAA Disclosures/Privacy Issues reported on Caremark.com:**    **IMPORTANT:** Customer Care Representatives are **required** to submit a Radar Incident when someone reports a privacy issue on Caremark.com. This includes any perceived release of PHI/PII to an unauthorized party (such as a member seeing prescriptions on their web portal that do not belong to them) It is imperative these incidents are researched promptly, by submitting a Radar Incident Form. Representatives will **no longer** submit a web error form to report privacy issues on Caremark.com.  **For instructions, refer to** [Radar Quick Reference Guide (015962)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=23b0e6d7-9eba-436c-9188-4a3c272f8037). **Contact the Senior team if assistance is needed.**    If a web error form is submitted for a privacy issue, you will be directed to submit Radar Incident. **Note:** Care is also permitted to send details of privacy issues along with the Radar Incident number to PrivacyCaremark [PrivacyCaremark@CVSHealth.com](mailto:PrivacyCaremark@CVSHealth.com).   Do **not** submit a case for fraud **or** advise the member that this could be fraud.   Advise the member the issue will be investigated and reviewed for resolution. |
| **2** | **If** a [Web Error Form](https://aetnao365.sharepoint.com/sites/Digitalwebsupport)is needed:  **Fill out the Form, ensuring all fields are complete. Below are key reminders:**   1. For Medicaid members, select **Commercial** as the Patient Type when completing the form. 2. Verify the member’s correct phone number and email address. 3. To add a member’s date of birth please follow the steps below:    1. Hover over the calendar icon to show the date selector.      * 1. Hover over the month to select the members birth month.        * 1. Hover over the year to select the members birth year, use the left arrow to find the correct year.        * 1. Select the member’s birthday.      1. Include as much information and detail as possible in the Primary Issue Type. 2. Do **not** fill in the section for Grievance Analyst unless the WEF is a result of a Medicare D grievance. 3. Attachments with screen captures showing the error can be uploaded and is located at the bottom of the form to aid with researching the issue. 4. To submit the form:    1. CVS Internal: **Save and Submit**    2. Vendors: **Submit** 5. You will receive a confirmation email after the form has been submitted.         **Note For Compass users:** The External ID, Membership ID, Member ID, and Alternative ID can be located in the following sections of Compass:   1. **Case Date** section 2. **Client Processing Information** **Panel** 3. **Member Snapshot** > **Eligibility tab** > **Alternative ID Field** |
| **3** | If more information is needed to troubleshoot the issue, the Digital Web Support Team will reassign the form to you. You will receive an email requesting the information that is needed or if additional follow up is needed. The email will include instructions and a link to access the form to provide the information needed or action needed.  **Note:** If **no** web error exists or the member should have been assisted during the call using the resources available in theSource or by reaching out to the Senior team to provide **“First Call Resolution”,** the web error form will be returned to you requesting a call back to the member along with details about how the member could have been assisted during the call. |

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| Call Back Required Status |

When a response of **Call Back Required** is received via email for the WEF form previously submitted, perform the following steps:

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| --- | --- |
| **Step** | **Action** |
| **1** | Access the web error form using the **Record Link** provided in the **Call Back Required** email received.  A screenshot of a computer  AI-generated content may be incorrect. |
| **2** | * Click **Edit** **Item** at the top of the form. * Scroll down and review the **Notes Regarding Call Back Required** section. |
| **3** | Complete the Callback to the member. |
| **4** | Type **details/notes about the call back** made to the member in the **Call Back Completion Notes** section.  Change **Call Back Completed** from No to **Yes** using the drop-down arrow. |
| **5** | Click **Save** at the bottom of the form to close out the callback when completed.  **Note:** Changing **Call Back Completed** from No to **Yes** and clicking **Save** at the bottom of the form stops future autogenerated Past Due Call Back Required emails from being sent. |

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| **Related Documents** |

[Caremark.com – Open and Closed Tickets Reference Sheet (099516)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd538ea8-b63b-43ee-86ec-f774618a228d)

[Abbreviations/Definitions: Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**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)

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