# Caremark.com – Start Rx Delivery by Mail (Request a New Prescription)

[Start Rx Delivery by Mail](#_Toc187476944)

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**Description:** Instructions for members on how to Start Rx Delivery by Mail (Request a New Prescription).

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| Start Rx Delivery by Mail |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Members can request a new prescription in five ways:   1. From the **Prescriptions** drop-down menu, click to select **Start Rx Delivery by Mail**. 2. From the **Prescriptions** drop-down menu, click to select **Price a Drug**. 3. From the **Prescriptions** drop-down menu, click to select My Prescriptions. 4. From the **Dashboard**, click to select **Price a Drug**. 5. From the Dashboard, click to select **My Prescriptions**. | |
| **2** | From the **Start Rx Delivery by Mail** link or **Price a Drug**   * The member is taken to **Compare Medication Prices**. | Select one (1) of the options below to look up the drug cost:   * Search and obtain pricing by **Drug name**. * Search and obtain pricing by **NDC number**.   **Search by Drug name:**   * Member field: Click to select the correct patient/family member from the drop-down list to obtain pricing. * Drug name or NDC field: Type the first three (3) letters of drug name. Drug names only appear in results (without form and strength). * After typing the drug name, members are directed to select Form and Strength with dropdowns enabling a clear and seamless user experience.      * Click to select desired Form and Strength. Then click **Get Price**. * Estimated costs are provided based on Standard Dosage.      * The **Request** button is presented under the 3-months (three-months) pricing details. * The member clicks the **Request** button. This takes the member to the Cart page.      * The member is asked to provide the name of the physician to whom they would like the prescription to be sent.      * Go to [Step 3](#Step3). |
| From the **My Prescriptions** link or My Prescriptionstile:   * Member is taken to the **Your** **Prescriptions** page. * For medications that are expired or have no refills, members have the option to request a new prescription by clicking **Refill.** * The member clicks **Continue to cart** to proceed to the Cart... | The member is taken to the Cart page. Go to [Step 3](#Step3). |
| **3** | Once member is at the Cart, they will follow the checkout flow.    Click **Check out**.  **Result:** The system navigates to a page for the member to answer two (2) health questions. | |
| **4** | Click **Submit**.  **Note:** If the questions were previously answered, the member does have the option to review the answers. However, it is not mandatory.    **Result**: The system navigates to the **Checkout Review** page. | |
| **5** | The member can change their payment option only on this screen.    Click **Place order**.  **Result:** The member’s order is submitted. | |
| **6** | New Prescription/FastStart orders placed on Caremark.com do not show in PeopleSafe or Compass from the Order Status screen until the prescriber responds, provides the new prescription to be filled, and an order is created.  FastStart orders placed on Caremark.com can be viewed from the PeopleSafe or Compass comments.    **PeopleSafe Example** | |

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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)](file:///C:\Users\C067779\Downloads\CMS-2-017428)

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

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