# Caremark.com - FEP - Submitting Paper Claims Through Desktop/Mobile Site or Mobile App

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**Description:** Explains the application available to submit manual claims for prescriptions. CVS Caremark has an ongoing effort to make prescription reimbursements as easy as possible.

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| Important Notes |

Typically, when getting prescriptions from a local pharmacy, the paperwork is automatically submitted electronically. CVS Caremark quickly matches up the member’s health plan benefits and processes the prescription automatically without the member needing to worry about it..

FEP members have the option to submit prescriptions claims using the online tool via Desktop, the Mobile site, and the Mobile App.



Only reimbursement claims submitted using the online tool can be viewed or tracked on Caremark.com/Mobile App.



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| Submitting Claims Through Desktop/Mobile Site/Mobile App |

Members can use a convenient web portal either on their desktop or mobile device to submit a claim within minutes and without any hassle.

Perform the steps below to submit a claim through Desktop/Mobile Site/Mobile App:

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| **Step** | **Action** |
| **1** | Access Caremark.com (desktop/mobile site).   * Members **should always** be guided to [www.fepblue.org](http://www.fepblue.org/) to access pharmacy benefit information. * Members **should not** be instructed to login directly to Caremark.com, refer to the **Trying to access Caremark.com** section in the [FEP Shared - Website Job Aid (086432)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c63d1471-fa41-42f3-897b-3142383a2528).   + - When a member logs into [www.fepblue.org](http://www.fepblue.org/), the member will use their **username and password** created when registering on the FEPblue site; **Customer Care cannot access or view a member’s username on**[www.fepblue.org](http://www.fepblue.org/). * If a member logs into Caremark.com directly vs. Single Sign On from [www.fepblue.org](http://www.fepblue.org/), the member might be presented with Multifactor Authentication (MFA). Refer to:   + [Caremark.com - Sign In, Dashboard, and Sign Out (Integrated Pharmacy Experience-IPE) (076405)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1561c706-368f-4f03-bad8-c8e3b434d2e5) and [Caremark.com and Mobile Web – New Log In/Multifactor Authentication (MFA) (049718)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab) for more details. |
| **2** | Click to select the **Pharmacy Benefits** drop down, and click to select **Reimbursement Claims**.    Click **Submit prescription claim**. |
| **3** | Click the radio button to select who the claim is being submitted for.     * If Family member or dependent is selected, a list displays to select the appropriate family member.     **Note:** The member is given a list of items/information that is needed before proceeding: |
| **4** | Verify Personally Identifiable Information (PII). The member needs to verify their address and phone number |
| **5** | Answer the questions regarding the member’s claim on the next page.  **Note:**  If a member selects **Yes** to the second question asking if the medication was purchased outside the U.S., the member is not prompted or required to input the pharmacy information when submitting a foreign paper claim. |
| **6** | Click the radio button to select the type of medication. Click **Continue**. |
| **7** | Type the information from the member’s pharmacy receipt. The Member is prompted to add basic information from the pharmacy receipt. Click **Search**. |
| **8** | Click **Select** to choosethe Pharmacy found from the search results.    If the member is unable to find their pharmacy, they can type the pharmacy manually. |
| **9** | Type the National Drug Code (NDC). Click **Search**.    If the member cannot find the medication using the NDC, they can type the drug manually. |
| **10** | Type required information from the prescription receipt. Click **Continue**. |
| **11** | Type the information about the prescriber. Click **Search**.    Click **Select** to choose the prescriber from the search results. |
| **12** | The member has a chance to review the information that has been inputted up to this point. If the member needs to edit, they are presented with an edit link at the far right of the page. |
| **13** | Attach the pharmacy receipt. |
| **14** | The member is presented with the opportunity to add comments to their claim. |
| **15** | The member is presented with a final review of the claim before submitting. If the member has another claim, they can begin that process by clicking **Add another prescription claim**. |
| **16** | The member clicks **Continue to submit claim** to submit the claim.    **Result:** A Confirmation page populates. |
| **17** | Members can track their claims by doing the following:  Click **Track submitted claims**.    **Result:** Track Submitted Claims display. |
| **18** | Click **View Details** to view additional information. |

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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](file:///C:\Users\Ur17ihl\Downloads\CMS-2-017428)

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

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