# Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Medicare D)

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**Description:** This document explains the application available to submit manual claims for prescriptions for Medicare D clients.

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| Informational Overview |

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

Picture 3, Picture**TAT (Turn Around Time):**  Digital Claims submitted online allow 14 business days to be processed. If the claim is processed and a reimbursement check is not received within the TAT, refer to [Compass - Refund Stop Payment Check Reissue (061420)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f6f8404c-3eff-42f0-82d5-ffe3b5fa1b5f). If claim is found in the system and it has been **more than** 45 business days since the claim was received by CVS Caremark, and member has not received reimbursement, then refer to [Compass - Identifying Paper Claims (050034)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c281dde6-a86e-451a-8828-9f2b98c17bb9). Timeframes for submission of a Paper Claim are Client specific. Refer to the CIF in the Paper Claim Section.

Typically, when getting prescriptions from your local pharmacy, the paperwork is automatically submitted electronically and no additional action is needed. CVS/Caremark quickly matches up the member’s health plan benefits and processes the prescription automatically without the member needing to worry about it. In cases where this does not occur, members have the capability of submitting claims via Desktop, Mobile Site, and Mobile App (iOS and Android).”Medicare D and SSI EGWP Medicare D members have the ability to submit prescription claims using the online tool.

 **Submit Prescription Claim online tool is NOT available for the following Med-D clients:**

* Aetna Med-D
* CarelonRx Med-D
* Clients who process/handle their own Direct Member Reimbursements (DMR)
* Clients who don’t allow paper claims

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| Submitting Claims Through Desktop/Mobile Site |

Provides reliable, trackable, and efficient modes for CVS Caremark plan members to submit member-paid prescription reimbursement requests online via Caremark Web Portal (Caremark.com) and Caremark Mobile app (iOS and Android). Turn-around time (TAT) for submitted online claims is within 14 business days.

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

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| **Step** | **Action** |
| **1** | Icon - Important Information, Picture**When educating members about the Paper Claims process, read the following disclaimer:**Icon - Conversation, PictureThe submission of a paper claim does not ensure reimbursement under the prescription benefit plan.  Access Caremark.com (desktop or mobile site) and click **Sign In**. |
| **2** | Select **Reimbursement Claims** from the Pharmacy Benefits tab. |
| **3** | Submit a new claim. Select type of claim being submitted:   * COVID-19 reimbursement claim * Prescription claim |
| **4** | Choose who the claim is being submitted for and click **Continue**.    **Note:** The member is given a list of items/information that is needed before proceeding:   * Click **I’m ready, continue**. |
| **5** | Member must verify their information to start their claim:   * Patient delivery address * Patient phone * Click **Continue**. |
| **6** | Answer a few questions about the claim and click **Continue**. |
| **7** | Select the type of medication:   * Regular prescription * Compound drug * Click **Continue**. |
| **8** | Enter basic information from the member’s pharmacy receipt:   * Pharmacy phone number or * Pharmacy name and zip code * click **Search** |
| **9** | Select the Pharmacy found from the search results. |
| **10** | Enter the National Drug Code (NDC) from the prescription receipt and click **Search**. |
| **11** | Enter required information from the prescription receipt and click **Continue**. |
| **12** | Enter information about the prescriber and click **Search**.    Select the prescriber from the search results. |
| **13** | Attach the pharmacy receipt.    After attaching the pharmacy receipt, the member is given an option to enter additional comments before proceeding to submit the claim. The member must certify and provide their electronic signature before submitting the claim.  **Note:** The last steps before submitting claims are the same as provided for the Mobile App below.    **Note:** Turn-around time (TAT) for submitted online claims is within 14 business days. |

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| Submitting Claims Through Mobile App |

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

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| **Step** | **Action** |
| **1** | Choose Caremark Mobile App. |
| **2** | Tap **Submit Claims**. Then tap **Submit a prescription claim**. |
| **3** | Select who the claim being submitted is for.    **Note:** The member is given a list of items/information that is needed before proceeding: |
| **4** | Choose method for member verification using address/phone number. |
| **5** | Answer the questions regarding the member’s claim. |
| **6** | Input information from the member’s pharmacy receipt. Member will be prompted to add basic information from the pharmacy receipt for Compound medications and upload Explanation of Benefits (EOB) document (primary coverage through a different plan). |
| **7** | Enter details about the pharmacy, tap Search, and select the pharmacy. |
| **8** | Complete a NDC Search and completed the Prescription claim information. |
| **9** | Input information about the Prescriber, and select the Prescriber for the claim. |
| **10** | Claim review and Attach Receipt. After attaching the pharmacy receipt, the member is given an option to enter additional comments before proceeding to submit the claim. |
| **11** | Verify Claim, Sign, and Submit.  **Note:** The member must certify and provide their electronic signature before submitting the claim.    **Note:** Turn-around time (TAT) for submitted online claims is within 14 business days. |

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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)](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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