# Caremark.com –Registration Flow

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**Description:** Instructions for assisting members with registration on Caremark.com.

**Note:** Screen capture might not match actual scenario for this process. Some clients might not opt into specific web features. This work instruction/job aid is intended as a guide only.

 **Important Note for PeopleSafe Users: Effective July 31, 2025, the Caremark.com quick registration link will be disabled for Peoplesafe users.**

* **If you are a Peoplesafe user, follow the Caremark.com - registration flow process outlined below to assist members with registering an account on Caremark.com. Compass users should continue to utilize the quick registration link to support registration for members.**

**Quick Registration** is the preferred method of assisting a member with registering. A Quick Registration Link can **only** be sent to:

* The member (and designated individuals with Power of Attorney (POA) or Protected Heath Information (PHI) authorization forms on file).
* A family member that has a default email address or cell phone on file.

**Note:** The default email address or cell phone must already be on file. If a default email address or cell phone is not on file, the link **cannot** be sent.

For more information, see [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a).

Minor dependents covered under the plan are not able to register until they turn 18 years of age. Their information is shown from the parent’s registered account (cardholder/spouse) until they turn 18.   
**Note:** Some clients have a lower registration age. Refer to [Underage Registration Client List (017878)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eb792f51-1f41-45dd-b0fc-e0de7ed06845).

** Note:** Standalone Minors who are covered as a cardholder (no parent covered under the plan) cannot register on Caremark.com. The parent or guardian will need to contact Customer Care for assistance with managing the minor’s prescriptions.

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| Caremark.com – Registration Flow |

Perform these steps:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com). |
| **2** | Click **Register** or **Get started with CVS Caremark**.    **Result:** The Register for an Accountscreendisplays. |
| **3** | Input your information in the following fields:     * First Name/Last Name * Date of Birth * Mobile number (The number is verified with mobile network provider and sent a one-time (1-time) passcode is sent to your phone.)   Click **Continue**.  **Note:** If member does not have a mobile phone, the member can be sent a Quick Registration link. Refer to [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a).    Enter and **Confirm** the passcode.    If the member receives an error stating, “We couldn’t verify that number,” refer to the troubleshooting section below.    Input the information in the following fields:   * Email (This will be your username.) * Create a Password with the following requirements:   + Use 10 to 32 characters, including at least one (1) uppercase letter, one (1) lowercase letter, one (1) number, one (1) special character like / @ $ % &   + Do not include “CVS”, “Caremark” or part of your email address.   + Links to Terms of Use and Privacy Policy also available.   Click **Create account**.    Type your mobile number. All fields are required unless marked optional.   * Check box available to get texts about prescriptions, marketing, and other health-related information (optional).   Click **Save and continue**.    Option presented to go paperless  Click **Save and continue**.    Confirmation of successful registration is received.  Click **Continue to Caremark**.    **Email Address already in use as a username under another plan.**  If the member’s email is associated with another active/registered account within the last 36 months (member or family member) **or** if member registered with their email under another plan that termed 36 months ago or longer, the member will be prompted to create a username.  If prompted to create a username, their email can be used to receive email communications from CVS Caremark, but it cannot be used as the username.     * Members must provide an email address when registering. * If the member does not have another email address, the member can create a username.     When creating a username, the username should not contain any special characters/symbols or spaces. If a member creates a username that contains special characters/symbols or spaces, they are not able to sign in again. Instead, they are routed back to the sign in page to try to log in over and over. This also prevents Customer Care from accessing Caremark.com internally from PeopleSafe to delete the registration. A web error form needs to be submitted to request a ticket be opened to delete the registration.   * Members without an email address can sign up for a free e-mail account on gmail.com or yahoo.com. |

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| Early Registration |

 Members with future eligibility can register on Caremark.com before their benefits become active and can be offered Quick Registration. If the client has not opted into Quick Registration, the option is not available or presented when clicking Caremark.com under Quick Actions in Compass

A screenshot of a computer

AI-generated content may be incorrect.

**Notes:**

* This only applies to the members for whom we have received eligibility and benefits information before the plan start date. If the member’s information is not showing in Compass, then the member is not able to register before their effective date.
* Members who have current eligibility and future eligibility under **two (2) different Caremark plans are not** able to register early until the effective date for their new plan.
* Members who have had coverage in the past (one (1) – three (3) years ago) and future eligibility under the **same plan/carrier are not** able to register early until the plan effective date.

When registering early, members have access to tools that allow them to:

* Review current available refills for themselves and family members.
* Review Family Access permissions.
* Adjust text and email notification alerts.
* Check that their profile information is accurate.
* Check plan details.
* Check drug cost & coverage.

After registering, the member sees the message, “Your plan starts on (specific start date). Take a few minutes to finish setting up your account.”

A screenshot of a computer

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| Common Registration Errors |

Common error messages received during registration process can include:

* Member name and/or Date of Birth entered incorrectly.
* We could not verify that number error.
  + The member can try a different mobile phone, or the member can be sent a Quick Registration link. Refer to [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a).
* Username does not meet requirements.

**Example:** One (1) to 22 characters, having only letters and numbers. Usernames cannot contain all numbers, special characters/symbols, or spaces.

* Invalid Password Format.
* Try using a different password. Passwords are case sensitive. For security reasons, your password must contain at least 10 characters; at least one (1) uppercase letter, one (1) lowercase letter, one (1) number, one (1) special character, like / @ $ % &.

**Note:** The following statement might display if a member is new to CVS Caremark or if the member has changed pharmacy benefit plans before the plan benefit start date:

“Registration is temporarily unavailable. Have you changed employers or switched to a new prescription benefit plan? If you answered “Yes,” please note that you cannot register on Caremark.com until your plan benefit start date. (Online registration is not required to begin using your benefits once your plan starts.) Thank you.”

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| Single Sign On (SSO) Only Error |

 Some members are required to log into their primary benefit’s website and then access Caremark.com via Single Sign On (SSO), including CareFirst, BCBS MA. These members are not able to register or sign in on Caremark.com. If a member from one of these groups attempts to access Caremark.com directly, they receive an authentication error, or the member might be directed to their primary benefits site to log in.

A screenshot of a registration form

AI-generated content may be incorrect.

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| Questions & Answers |

**Q. What will CVS Caremark do with my email address?**

**A.** Your email address is only used for communication about your CVS Caremark benefit and not sold for shared with third parties for their marketing. When you take an action on your account, we may send you a confirmation of transaction email. We may send you emails with opportunities that offer greater convenience, cost savings, and other valuable information.

**Q. For members with** [Single Sign On (SSO) (010772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31494ba4-5d68-427e-8d9c-5db63287b47f)**, can they receive a Quick Registration email or text from Customer Care to click on to register just like anyone else?**

**A. ** The option to send a Quick Registration email or text to Single Sign On **only** members is not available. Members should be advised to sign in from their primary site (**Example:** CareFirst.com) or call the number on the back of their insurance card. They can also be transferred to the appropriate support site for that client. For all other clients that offer single sign-on, the option to send the member a Quick Registration email or text might be available in Compass (client specific).

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| Related Documents |

**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)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms (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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