# Caremark.com – Web Error Reporting and Troubleshooting Guide

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**Description:** Contains a list of common problems experienced by members on Caremark.com (desktop/mobile web) and provides solutions to various web errors that a Customer Care Representative (CCR) or Senior can resolve on their own to provide First Call Resolution, making it unnecessary to submit a web error form.

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| Important Notes |

If you are unable to resolve a member’s issue with Caremark.com (desktop/mobile site/mobile app) by using the troubleshooting instructions in this guide, submit a Web Error Form for further research. Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9) and [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2).

Web Error forms submitted in error are returned, and the submitting representative is responsible for the call back.



**Note:** Screen captures may differ from the actual process. Some clients might not use certain web features. This Job Aid serves as a general guide and does not cover all errors on Caremark.com.

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| Before a Web Error Form is Submitted |

Click the links below to access the desired option:

[Is the issue on the Open and Closed Tickets Reference Sheet?](#IssueOnOpenClosedReferenceSheet)

[Can you recreate the error?](#CanYouRecreateTheError)

[Is this a web error or a member suggestion?](#WebErrorORSuggestion)

[Does the incorrect or missing information on Caremark.com coincide with the same information found in Compass?](#IncorrectORMissingInformation)

Use the reference table below:

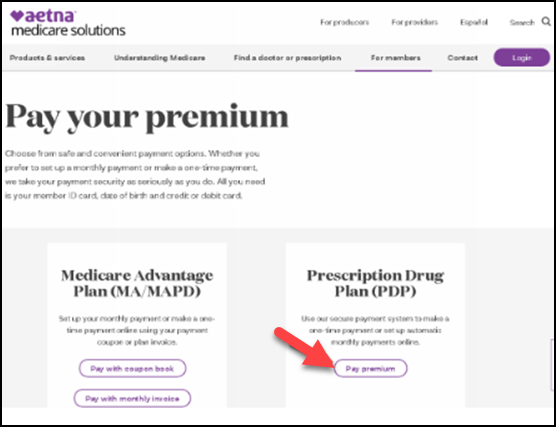
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| **Question** | **Answer** |
| Is the issue on the Open and Closed Tickets Reference Sheet? | **Refer to:** [Caremark.com – Open and Closed Tickets Reference Sheet (099516)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd538ea8-b63b-43ee-86ec-f774618a228d)  There are some issues our Digital teams are aware of and have a work around in place, or an estimated resolution date. Review the reference sheet to assist members who are impacted by the errors listed.It is not necessary to submit a web error form if a work around or estimated resolution date is available.  If there is no information available in the [Caremark.com - Open and Closed 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.     * All issues received are researched and evaluated. Because of the complexity of some issues, it can take longer to determine the root cause, level of effort required to resolve, and fix to be scheduled into a release. |
| Can you recreate the error? | **Always assess the issue:** If the member indicates they are receiving an error, you **must** also try to replicate the issue or **visit** the page where the error is said to be occurring. **This will help determine if it is in fact a website issue or user error.**  **Examples:**   * Complete the registration steps. * Refill/New Rx request process (without completing unless authorized by the member). * Assess signing in as the member.   **Note: If the member is having trouble registering, offer to assist by manually registering the member from Quick Registration email or text sent to them by accessing Communications in Compass or from the homepage of Caremark.com while the member is on the phone. This will also confirm if a true issue or error exists and requires a web error form to be submitted for further research.**  **Include screen captures of the error and attach it at the bottom of the Web Error form before submitting the form.** |
| Is this a web error or a member suggestion? | At times members call to express dissatisfaction with Caremark.com and offer suggestions. If the complaint or suggestion is regarding a part of the site which is functioning as it should, a web error is **not** needed. Refer members to the Feedback icon. Member feedback received is reviewed and taken into consideration for future updates. |
| Does the incorrect or missing information on Caremark.com coincide with the same information found in Compass? | The primary source of information on Caremark.com is Compass (Portal mirrors the information found in Compass).  **Examples:**   * **Member’s account displays claims/prescriptions that belong to another family member**. Check **All** Claims in Compass. If the same claims are showing in Compass, the pharmacy might have used the incorrect processing information. When this occurs, the pharmacy will need to reverse the claims.   If the claims are for an unknown member/individual, or a dependent who has not granted family access, see process for reporting HIPAA Disclosures below.   * **Missing Claims History.** If you cannot view the claims history in Compass from the Prescription History tab, the claims **will not** appear on Caremark.com.   For requests to transfer claims history from an inactive account to an active account, contact the Senior Team to submit the request to the Account Manager.   * **Dependent claims/prescriptions not shown on Caremark.com (Commercial Clients).**   Some clients, such as CareFirst and BCBSMA require that their members register as early as 12 years of age. If a member is unable to view claims for their dependents, verify the registration age for the client by reviewing the CIF. If the client has a lower registration age (under 18 years of age), the dependent will need to register and create their own username and secure password. Once registered, family access can be granted to the parent. Refer to [Underage Registration Client List (017878)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eb792f51-1f41-45dd-b0fc-e0de7ed06845). |

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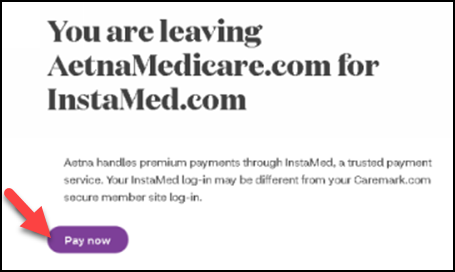
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| SilverScript Premium Payments (Medicare D) |

 Members must go to **AetnaMedicare.com** to pay their premiums through **InstaMed** (This option is currently **not** available from Caremark.com.)

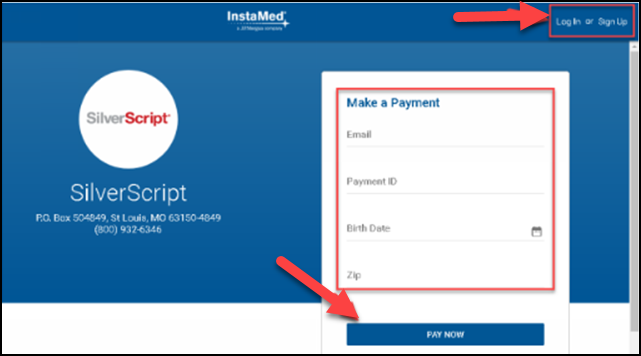
1. Click to select **Pay Premium.**



1. Members are are advised they are leaving **AetnaMedicare.com** for **InstaMed.com.** Click to select **Pay now.**



1. Options available to **Log In, Sign Up,** or **Make a Payment** by typing their Email, Payment ID, Birth Date, and Zip. Then click to select **Pay Now.**



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| Eligibility |

Use the reference table below:

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| **Problem** | **Solution** |
| “Your Plan Coverage Has Ended” or “Benefits not Active” message displays from the Dashboard | Access the member’s Caremark.com account from Compass. Determine if the member is registered under their current plan. If not registered, then the member may be signed into an inactive account and will need to re-register under their current/active plan. |

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| Formularies/Other Options not Available |

Click the links below to access the desired option:

[Formulary Drug List/ID Cards/Other Options Not Available](#FormularyDrugListNotAvailable)

[MAC OS](#MAC_OS)

[Windows OS](#WindowsOS)

Use the reference table below:

|  |  |
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| **Problem** | **Solution** |
| Formulary Drug List/ID Cards/Other Options Not Available | Some features such as Formulary Drug Lists, ID Cards, etcetera, can be client specific and not available to all members depending on their plan. Refer to Client CIF.  **Request a New Prescription**  The option to Request a New Prescription can be suppressed on Caremark.com per Client request. |
| **MAC OS****:** Disable Pop-up blockers. Member unable to view pop ups (EOBs, Forms, etcetera). | Disable **SAFARI** Pop-up blocker – laptop or desktop:   1. Select the **Safari** menu. Then select **Preferences** from the drop-down menu. 2. Preferences pane will open and then select **Security** on the top row. 3. Uncheck the checkbox **Block pop-up windows**. 4. Close the **Preferences** window.   Disable **FIREFOX** Pop-up blocker:   1. Select **Preferences** from the **Firefox** menu.   2. Select the **Privacy and Security tab**.  3. Uncheck the Block pop-up windows box below Permissions.  4. To allow specific pop-ups, click **Exceptions** and enter the URL(s).  Disable **CHROME** Pop-up blocker:   1. Click the **Google Chrome** menu (the three dots in the upper right corner). 2. Select **Settings.** 3. Click **Advanced** at the bottom. 4. Under **Privacy and security**, click the **Site Settings** button. 5. Select **Pop-ups** and **redirects**. 6. To disable pop-up blockers, uncheck the **Blocked (recommended)** box. 7. To enable pop-ups on specific sites, check **Blocked (recommended)** and click **Add next** to Allow and enter the URL(s).   Disable **EDGE** Pop-up blocker:   1. Open **Microsoft Edge**. 2. Click on the **three dots icon** located in the upper-right corner. 3. Select **Settings** from the drop-down menu. 4. From the **Settings** menu, select **Cookies and site permissions**. 5. Under Site Permissions, scroll down and click Pop-ups and redirects. 6. To disable pop-up blockers, toggle the **off** switch next to **Blocked (recommended)**. 7. To enable pop-ups on specific sites, toggle the on switch next to **Blocked (recommended)** and click **Add** to Allow and enter the URL(s). |
| **Windows OS****:** Disable Pop-up blockers. Member unable to view pop ups (EOBs, Forms, etcetera). | **Windows 10 and 11 (latest release 2021)**  Disable **Microsoft Edge** pop-up blocker:   1. Open **Microsoft Edge**. 2. Click on the **three dots icon** located in the upper-right corner. 3. Select **Settings** from the drop-down menu. 4. From the **Settings** menu, select **Cookies and site permissions**. 5. Under Site Permissions, scroll down and click Pop-ups and redirects. 6. To disable pop-up blockers, toggle the **off** switch next to **Blocked (recommended)**. 7. To enable pop-ups on specific sites, toggle the on switch next to **Blocked (recommended)** and click **Add** to Allow and enter the URL(s).   Disable **CHROME** Pop-up blocker:  Click the **Google Chrome** menu (the three dots in the upper right corner).   1. Select **Settings.** 2. Click **Advanced** at the bottom. 3. Under **Privacy and security**, click the **Site Settings** button. 4. Select **Pop-ups** and **redirects**. 5. To disable pop-up blockers, uncheck the **Blocked (recommended)** box. 6. To enable pop-ups on specific sites, check **Blocked (recommended)** and click **Add next** to Allow and enter the URL(s).   Disable **FIREFOX** Pop-up blocker:   1. Select the **three (3) horizontal bars** in the upper right corner. Then select **Options**. 2. Select the **Privacy and Security tab**. 3. Uncheck the **Block pop-up windows** box below **Permissions**. 4. To allow specific pop-ups, click **Exceptions** and enter the URL(s).   **Norton anti-virus software also includes an option to block pop-ups.**  Disable **Norton** pop-up blockers:   1. Access **Norton Internet Security's/Firewall's** main window. 2. Click the **Ad Blocking** line. 3. Click the **Turn Off** button. |

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| Outdated Browser |

The latest version, plus one (1) previous version of Chrome, Safari, Edge, and Firefox are supported on Caremark.com. Older versions might not include important security features, defect fixes, and new functionality.

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| Update My Profile/Password |

Click the links below to access the desired option:

[Update My Profile link suppressed](#UpdateProfileLinkSurpressed)

[Lockout member (Customer Care /Internal Users only)](#LockOutMember)

[HIPAA Disclosures/Privacy Issues reported on Caremark.com](#HIPAADisclosure)

[Password](#password)

Use the reference table below:

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| **Problem** | **Solution** |
| Update My Profile link suppressed | The Update Profile link is suppressed for **CareFirst** and **BCBSMA** members.  **CareFirst and BCBSMA** are Single Sign- On/Auto Registration clients. |
| Lockout member (Customer Care /Internal Users only). | In some cases, members are locked out as a result of Confidential Communications received by the client or a HIPAA/Privacy related issue. Review the comments in Compass before unlocking a member’s Caremark.com account.  **Note:** The **Lockout member** **tool** is available to **Customer Care/Internal Users only.**    Members will also be temporarily locked out of Caremark.com for 30 minutes after three (3) unsuccessful/failed log-in attempts for security reasons.   * Advise the member to wait 30 minutes before trying to sign in again. |
| HIPAA Disclosures/Privacy Issues reported on Caremark.com | Customer Care Representatives **are required** to submit a Radar Incident when someone reports a privacy issue on Caremark.com. Refer to [HIPAA (Health Insurance Portability and Accountability Act) - Disclosure Reporting and Complaints (027852)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1). 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 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 that the issue will be investigated and reviewed for resolution. |
| Password | Ask the member to complete the Forgot your password steps located at the bottom of the Sign In page to reset their password and sign in.  **Sign In page – Forgot your password:**    Once the member clicks **Forgot your password** the following page will display: |

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| Payments |

Use the reference table below:

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| **Problem** | **Solution** |
| Credit Card Error | When a member attempts to add/update credit card information, the box to “Name This Account” is a required field. Member will need to name the account.  **Note:** The “Name This Account” field allows up to 35 characters. No special characters should be included.  **Exception****:** From the **Review Refill Order** page, the **Account Nickname** field has been removed, and a default nickname will be applied when adding a new payment method. |
| Edit Electronic Checking Account | If accessed from Review Refill Order, the Full Name on Account and Account Type fields will be non-editable.  If accessed from Mail Service Account Balance and Payment page, Name on Account, Account Type, Account Number, and Routing Number fields will be non-editable. |
| Paying an outstanding balance | **Active Order, Order in process, or Order placed in future fill** – Member might not be able to pay the past due balance on Caremark.com until the order has shipped. |

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| PHI |

Use the reference table below:

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| **Problem** | **Solution** |
| Member does not want PHI disclosed to spouse/dependent | Advise the member that their username/password is unique to them. Their username cannot be used by another member when registering and will not be disclosed to their spouse/dependent.   * If a member is already registered and has concerns, delete the registration to allow the member to re-register.   **Note:** You may offer to lock the members’ account and offer information on how they can get a password on their account. (Passwords on the account should only be entered in High Priority comments by the Privacy Office.) See Member Password on Account. |

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| Refill Prescription |

Use the reference table below:

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| **Problem** | **Solution** |
| Prescription(s) do not display online | Member might not be able to view prescriptions under the **View/Refill All Prescription** page on their Caremark.com profile in the following circumstances:   1. If a prescription is currently in process or recently shipped, the prescription might not be available from the refill list for up to 10 days after the date shipped. 2. Member mailed in new prescriptions or physician sent in new prescriptions electronically that were placed on Hold and not filled (**Example:** Too soon to fill). Members must contact Customer Care to request the first fill of the new prescription. After the new prescription is filled, the prescription will be available for the member to refill on Caremark.com going forward. |
| Unable to refill prescriptions | Access the member’s account through Compass and determine if there is a registration associated to their current line of eligibility. If not, then the member is signed into an inactive account and will need to register under their current line of eligibility or plan if not already registered.   * **Note:** Except for circumstances indicated in the above section, members will be able to view their transferred Prior PBM prescriptions and available refillable prescriptions when they register for their current/active plan.   In some instances, a member’s CVS retail prescriptions are not listed or are missing from View/Refill All Prescriptions on Caremark.com. If a member has CVS retail prescription claims in Compass, but the prescriptions are not listed from View/Refill All Prescriptions, submit a Web Error Form using the current process to be researched (some exceptions may apply/refer to the Client CIF).  Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9) and [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2). |

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| Order Status |

 Orders that were recently placed through Caremark.com will not immediately show on the Order Status screen in Compass.

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| Log In Issues |

Click the links below to access the desired option:

[Delay in receiving email or text alert with MFA Verification Code](#DelayReceivingEmailorText)

[Registered member having difficulty logging into Caremark.com](#RegisteredMemberDifficulty)

Use the reference table below:

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| **Problem** | **Solution** |
| Delay in receiving email or text alert with MFA Verification Code | In some instances, there might be a delay with receiving the verification code before it expires within 30 minutes after it is requested depending on volume of alerts being sent.    **Workaround for Customer Care to assist members and provide the member with the code:**  You **cannot** utilize this workaround unless the member has been fully authenticated with four (4) authentication elements per the **Web Support HIPAA guidelines**. If assisting another individual on the member’s behalf, you **must** speak to the member/beneficiary themselves (unless a Power of Attorney (POA) OR Appointment of Representative (AOR) is in effect or member verbally authorizes at the time of the call to speak to someone else). Refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).   * View the last email or text alert sent within the last 30 minutes and provide the member with the code to enter and log in with.   The verification code will expire in 30 minutes after it is requested – 1 (one) out of 3 (three) codes are allowed.   * Failure to enter the verification code correctly three (3) times will lock the member out for 30 minutes. The member will need to request another code to log in with after 30 minutes have passed. * If the member tries to request more than three (3) verification codes, the member will need to wait 30 minutes before requesting another code. |
| Registered member having difficulty logging into Caremark.com | **Verify the member is entering the correct username.**   * Access Caremark.com and go to the Profile page (regardless of registration status shown from Compass) to confirm registration and verify the member is using the correct username. * Confirm the member is trying to sign in on Caremark.com (not CVS.com, CVSHealth App, or CVSSpecialty.com. * Check the client CIF to confirm client is not SSO only.   You may provide the Member with their Username if the member has been fully authenticated per the **Web Support HIPAA guidelines**. Refer to [Caremark.com - HIPAA Regulations and PHI Form (038100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb).   * Ask the member to complete the **Forgot Password** steps to allow them to reset their password.   If still having an issue with logging on:   1. Remind the member that passwords are **Case sensitive**. 2. Ask the member to confirm that the **CAPS lock** is **not** turned on and the **Number Lock key** **is** turned on. 3. If the member has their PC or device set to save usernames and/or passwords, the member might need to delete the username, and password that pre-populates in the Username and Password fields and manually type in their username and password to log in. 4. Recommend that the member clear their browser cache before trying to log on. Refer to [Clearing Your Cache (008655)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea).   If every effort has been made to assist the member with logging into their Caremark.com account without success, the registration might need to be deleted. Refer to [Caremark.com – Deleting Member Registration (020863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1bdc5b7d-4fc6-4bab-8265-72ebcd074030).  **Note:** If member is receiving **Access Denied/Error 15,** refer to [Caremark.com – Access Denied/Error 15 (External-Members only) (054914)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43764aa8-01a2-4201-8ab4-c6ea3ebc7c81) |

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| Member Not Receiving Email Alerts |

If a member contacts Customer Care stating they are not receiving email alerts, but Communication History in Compass shows the alerts have been sent, review/apply the potential solutions to assist the member.

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| **Step** | **Action** | |
| **1** | Verify the member’s email address for accuracy. | |
| **If…** | **Then…** |
| Not accurate | Update the email address. |
| Accurate | 1. Delete the email address and click update. 2. Re-enter email address and click update again. |
| By completing this process of resetting the member’s preferences, the issue might be resolved for the member. If the issue is not resolved, proceed to the next step. | |
| **2** | Verify the email alerts have not been sent to Trash/Spam folders.  In some instances, the email provider or mobile provider may be blocking emails/texts sent from Caremark.com, preventing them from going into the member’s inbox or being received.   * It is recommended the member contact their email or mobile provider to inquire if adding [info@alerts.caremark.com](mailto:info@alerts.caremark.com) to their address book/contacts will resolve the issue.   If the above steps have not resolved the issue proceed to the next step. | |
| **3** | Submit a Web Error form for further research.   * Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9). * Vendors 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). | |

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| Registration |

Click the links below to access the desired option:

[Single Sign-On (SSO) Error](#SSOError)

[“We need you to check something” Error](#WeNeedYouToCheckSomething)

[Already registered](#AlreadyRegistered)

[View my Plans feature](#ViewMyPlans)

[Edit/Change Username](#EditChangeUserName)

[“We’re Experiencing Technical Issues” Registration Error](#ExperiencingTechnical_Issues)

[Delete Registration](#DeleteRegistration)

Use the reference table below:

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| **Problem** | **Solution** |
| Single Sign- On (SSO) Error | Clients such as **CareFirst, CCA, and BCBSMA** require that their members auto register/access Caremark.com via single sign-on (SSO) from the client site (**Example:** CareFirst.com, Blueshieldca.com). Members are blocked from registering on Caremark.com (Desktop and Mobile site) and the Caremark Mobile App. Refer to [SSO List for TSRC-PROD-006534 Caremark.com - Single Sign-On Clients (SSO) (010772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31494ba4-5d68-427e-8d9c-5db63287b47f).  **In some cases, the following message will display during single sign-on if an eligibility issue exists:**  “You have requested access to a secure area of our website that requires you to be logged in. Please sign in to continue.”  Submit a Web Error Form to be researched. Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9) and [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2). |
| “We need you to check something” Error | **Member’s First and Last name must be entered as is shown in Compass.**  **Examples:**   * First name and Middle Initial might be shown as a part of the first name in Compass. Try typing the first name and middle initial in the First Name field. * Jane C * Hyphen or suffix in the Last name. Type the hyphen or suffix in the Last Name field.   + Smith-Jones   + Smith Jr (Additional suffix examples: Sr, II, III, etcetera) |
| Already registered | Verify the member is not already registered. Submit a Web Error Form if the member receives this error and no registration is shown from their Caremark.com account in Compass.  If the member is registered, please refer to [Caremark.com – Deleting Member Registration (020863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1bdc5b7d-4fc6-4bab-8265-72ebcd074030) |
| View my Plans feature | Refer to [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements (058095)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452).  Members with multiple CVS Caremark plans in the past 36 months based on termination date will see a “View my plans” dashboard feature. They can switch between plans by clicking the link, choosing a plan, and signing in with their **usual username and password.**    When members first sign in, it should default to their active plan. Once the member selects “View my plans” link, they will see **current**, **upcoming**, and **past plans** in the last 36 months based on the termination date. If the member wants to access or view another plan, they simply select the plan and sign in again using the same username and password. They may return to the “View my plans” section from the Dashboard at any time, select their current plan, and log in again using the same credentials.  When the member returns to Caremark.com in a new session, they will automatically open with their current plan.  **Note:** With the “View my plans” link, customer care does not need to delete registrations from inactive accounts. Members can access any of their accounts by signing in with the same username and password. If the “View my plans” link is not available or the member is logged into an inactive account please refer to [Caremark.com – Deleting Member Registration (020863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1bdc5b7d-4fc6-4bab-8265-72ebcd074030)**.**  Customer Service Representatives can view this page but **will not** be able to utilize the sign in/sign out functionality. It will be necessary that the Customer Service Representative close out of the Compass profile they are in and access a different profile for the member (active or inactive), if needed. |
| Edit/Change Username | Refer to [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements (058095)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452).  Members will have the ability to edit or change their username by clicking the **Profile** link.  **Note:** When the member edits or changes their username and clicks **Change username,** they will be signed out and will need to sign in again with their **new username**.   * If the member receives an error and is unable to edit or change their username, submit a Web Error Form requesting further research to locate and delete the registration. Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9) and [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2). |
| “We’re Experiencing Technical Issues” Registration Error | This error often requires additional research from the IT department. Submit a Web Error Form to be researched. Refer to [Caremark.com – Web Error Form Process (Internal) (041424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9) and [Caremark.com - Web Error Form Process (Vendor Teams Only) (046777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2). |
| Delete Registration | Also refer to [Caremark.com – Deleting Member Registration (020863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1bdc5b7d-4fc6-4bab-8265-72ebcd074030).  Click **Customer Care** from the bottom of the left menu.   * Select **Delete Registration** * Click **Confirm deletion**. |

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| Username |

Use the reference table below:

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| **Problem** | **Solution** |
| Username already in use as a username on another account. | Email address will become the member’s **Username** if it is not associated with another registered account on Caremark.com.   * If the **Email Address** is already in use on another account, the member will be prompted to create a username. |

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| Check Drug Cost Tool |

* When checking drug cost for pre-packaged medications, the tool provides pricing for the most commonly dispensed quantity and day’s supply by design. The quantity and day’s supply cannot be edited.
* When checking drug cost for brand medications, the tool automatically defaults to DAW 2 to provide pricing per design.
* Refer to [Caremark.com - Check Drug Coverage and Cost (038387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=75429d1c-5347-4d01-8dcb-3dc533de5542)

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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 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)

[Clearing Your Cache (008655)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea)

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