# **Caremark.com - Single Sign On Accounts Website**

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| **Scenario/Member Statements** |

I would like to register.

I can't register with my member ID/ account information, what can I do?

Is there a way to manage my prescriptions without calling in?

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| **Single Sign On (SSO)** |

The 5 clients referenced below have Single Sign-On (SSO) and Auto Registration. When these members register from their primary client benefits website and access Caremark.com via SSO, they are automatically registered on Caremark.com. All other SSO Members have to either utilize their Clients SSO link or register directly on Caremark.com. Refer to the SSO Client List.

1. The following members are able to sign in via the Clients SSO page **or** Caremark.com:
   * **HealthNet:** Refer to the [SSO Client List](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31494ba4-5d68-427e-8d9c-5db63287b47f).
   * **HMSA:** Refer to the [SSO Client List](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31494ba4-5d68-427e-8d9c-5db63287b47f).
2. The following members can **only** sign on with their Clients SSO page:
   * **CareFirst:** Member must log on from <http://www.carefirst.com>
   * **Commonwealth Care Alliance (CCA):**  Member must log on from <http://blueshieldca.com> **Blue Cross Blue Shield Massachusetts** Member must log on from MyBlue at [www.bluecrossma.org](http://www.bluecrossma.org). **(Exception: Carrier X22ME):**
3. Members who have Single Sign-On and Auto Registration from their primary client benefit site may have usernames that contain all numbers. Access Caremark.com and go to the Profile page (regardless of registration status shown from Compass) to confirm registration. Do **NOT** delete a registration when the username contains all numbers.

* + It is a **HIPAA Violation** to disclose a username that contains all numbers as it is the member’s Internal ID number. In this case, the member should be advised to log onto their primary benefit website to access Caremark.com via Single Sign-On (SSO).

1. If the member normally accesses Caremark.com via SSO from their primary client benefits website, and is having trouble, do not delete the registration to allow the member to re-register. Refer to the client CIF or submit a [Web Error Form](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43ed6e8a-7e44-4cab-9831-eac9b6f67e7b) to be researched by the web Support team if in doubt.

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| **Related Documents** |

[Caremark.com - Common Member Assistance Call Types Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=947b0b38-401d-4b18-a08e-60348558a9b9)

[Caremark.com – Troubleshoot Member Login](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=422c7044-7196-4ed4-a10a-8037b579a4a9)

**Full Details Document:**  [Caremark.com – Single Sign-On Clients (SSO)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ecbd2edb-c406-46db-8084-0d6f7118e3d0)

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