# Caremark.com Medicare Prescription Payment Plan – Member Portal Guide

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**Description:** Provides directions to assist members with navigating the Caremark.com Medicare Prescription Payment plan portal.

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| Navigating to Medicare Prescription Payment Plan Portal |

The member performs the following:

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| **Step** | **Action** |
| **1** | Click **Account** (located on the top right corner of Caremark.com page).  Click **Profile** from the menu.    **Result:** The Profile Page displays. |
| **2** | Select Medicare Prescription Payment Plan in the left menu. |
| **3** | The member receives one (1) of two (2) messages:   1. **You’re not participating in this program. Opted in recently? It might take up to 24 hours to process your enrollment. Opt in or check enrollment status**.   **Note:** Member must click the link.     1. **You’re opted into the Medicare Prescription Payment Plan. View Invoices and more or opt out**.   **Note:** Member must click the link. |
| **4** | Member is taken to the M3P Dashboard.   1. **Not opted in:**      1. **Opted in:**      1. **Opted out:** |

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| Alternative Methods of Navigating to Caremark.com Medicare Prescription Payment Plan Page |

* Some Members use a direct URL that is supplied with their communications related to the program. The member logs into Caremark.com by using this link and navigates to the page directly without going to the dashboard.
* Clients that do not allow their members to register on Caremark.com but navigate to the platform via Single Sign On can both navigate from the dashboard as instructed above **or** directly link to the Caremark.com page.
* Some clients that allow members to both register on Caremark.com and Single Sign On to Caremark.com may also elect to create a direct link to the Caremark.com page.

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| Navigating to Medicare Prescription Payment Plan through Aetna Health (Not Using Caremark.com) |

** Note:** Navigation for the Medicare Prescription Payment Plan from Aetna Health is not a Caremark functionality and is not addressed in this document.

Refer to (add link) Aetna Member Website - Navigating to M3P through Aetna Health (Not Using Caremark.Com).

The member performs the steps below:

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| **Step** | **Action** |
| **1** | Log into Aetna Health. |
| **2** | Click the **Prescriptions** label from the navigation bar. |
| **3** | Scroll to the bottom of the prescription landing page.    **Note:** Upon the member clicking **Learn more about the plan**, a pop-up displays, advising they are leaving Aetna Health website. The member can click **Continue** to proceed.    **Result:** The CMS Educational Page displays. |

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| Opting In |

The member performs the steps below:

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| **Step** | **Action** | | |
| **1** | Member navigates to the upper right-hand corner and selects the **Opt-in** link. | | |
| **2** | Member selects an **Effective Date**.  System defaults to today’s date or the first date their eligibility starts. | | |
| **3** | Member clicks **Next**.  The Authorized Rep Details should **only** be filled out if the member is not filling out the form, but rather the Authorized Rep (a. Power of Attorney (POA), b. Legal Conservator, or c. a Med D Appointed Representative (AOR)). | | |
| **4** | Member is presented with the Opt-In signature page and must sign with their mouse, a stylus, or their finger, as this is **not** an eSignature. | | |
| **5** | Signature date automatically populates with today’s date. | | |
| **6** | Member must check the Terms and Conditions.  A pop-up box displays, where the member must accept or decline. | | |
| **If Member...** | | **Then they will…** |
| Accepts | | Move to the next step. |
| Declines | | Taken back to the Opt in page with the acceptance X for the terms and conditions to be deselected. |
| **7** | Select **Submit**.  **Result:** The member receives a pop-up asking, “**Are you sure you want to update?**” | | |
| **8** | Member selects **Yes** or **No**. | | |
| **If Member selects...** | **Then...** | |
| Yes | Another pop-up will appear with an Opt-in confirmation message and confirmation number. | |
| No | They are taken back to the Opt-In page. | |
| **9** | If the member selects a date after their eligibility has termed, the following message will display after submission. | | |

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| Opt Out |

The member performs the steps below:

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| **Step** | **Action** |
| **1** | Click the **Opt-out** link, located in the upper right corner. |
| **2** | Click to select an **Effective Date**.  System defaults to today’s date or the first date their eligibility starts. |
| **3** | Click **Next**.  The Authorized Rep Details should **only** be filled out if the member is not filling out the form, but rather the Authorized Rep (a. Power of Attorney (POA), b. Legal Conservator, or c. a Med D Appointed Representative (AOR)). |
| **4** | The member can click:   * **Submit button:** This initiates the opt out. * **Cancel button:** To return back to the main dashboard. * **Back button:** To go back to the first opt out page. |
| **5** | Upon clicking Submit, another pop-up appears to confirm the opt out. |

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| OOP Billing Forecast |

Member performs the steps below:

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| **Step** | **Action** |
| **1** | The OOP Billing Forecast is located at the bottom of the dashboard, in the middle of the screen. |
| **2** | Click the **OOP Billing Forecast** button.  **Result:** Member is taken to the Forecast Simulator. |
| **3** | Click to select the **Forecast Year**.  **Note:** If the member selects a date outside of the forecast window, the following pop-up will display: |
| **4** | Fill in the **Date of OOP Cost** and **Amount of Prescription Cost**. Then click **Add**.  **Note:** The member can add more than one (1) prescription on this page. |
| **5** | Once adding prescriptions is complete, click **Calculate**.  **Result:** A monthly chart displays with the following fields:   * OOP Cost Incurred * Maximum Monthly Cap * Monthly Participant Pay Due * Remaining Balance |

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| Viewing Correspondence |

Member can view letters related to their opt in and opt out activity via the Correspondence Tab.

The member performs the following steps:

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| **Step** | **Action** |
| **1** | Click the **Correspondence** tab on to the right.  **Result:** Members are presented a view of the letters. |
| **2** | Members can see which letters were sent chronologically by date with the latest being shown.  To view the letter image, they can click on the PDF. |

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| Payment |

Members are able to pay their invoices online.

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| **Step** | **Action** |
| **1** | From the dashboard click the **Invoice** tab or the **Pay Now** button. |
| **2** | **Result:** Members land on the Invoice page. |
| **3** | The member have the option to set up automatic payments or make a one-time (1-time) payment. |
| **4** | Once member selects either option they are taken to InstaMed to process their payment. |

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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)

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