# Caremark.com - CMP Alert Messages Sent via Secure Message, Email, and Text (1 Way and 2 Way SMS)

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**Description:** This Job Aid is a guide for sending CMP Alert Messages via Secure Message, Email, and Text (1 Way and 2 Way SMS).

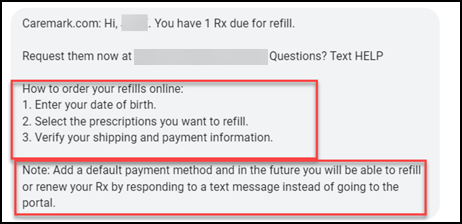
**Note:**  Screen captures may not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.

**** If the member is encountering issues with CMP Alert messages, fill out a Web Error Form with a description of the issue that is being encountered. Internal Representatives refer to [Caremark.com – Web Error Form Process (Internal)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9). Vendor Representatives refer to [Caremark.com - Web Error Form Process (Vendor Teams Only)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2).

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| 1-Way Text Messaging – Refill and Renewal |

**1-Way Refill SMS** updated with easy refill steps, and default payment method.

Alerts updated to offer members easy 1, 2, 3 steps for refill guidelines. Additionally, a note will be included for the default payment method.



Below are the FastStart text alerts that will be sent to members during the online renewal process. (Member must be set up for text notifications through CMP alerts.)

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| **FastStart Text Alerts** | **Timeline of Text Alerts** | **English Text** | **Spanish Text** |
| **First Alert (New Rx Request Initiated)** | Immediately after request submitted | A request for a new mail order prescription(s) has been submitted to your prescriber. We will continue to update you on our progress | Solicitamos al recetante que una nueva receta, o recetas, con pedido por correo. Le mantendremos informado sobre nuestros progresos. |
| **Second Alert (Second fax request generated)** | Sent 48 hours after initial request, if no response from Prescriber is received | We have yet to receive a response from your prescriber for your request for a new mail order prescription(s). We will continue to attempt to reach your prescriber. Please ask your prescriber to respond to our request | Todavía no tenemos respuesta del recetante sobre la solicitud suya relativa a una nueva receta, o recetas, con pedido por correo. Seguiremos intentando comunicarnos con el recetante. Por favor, pídale responda nuestra solicitud. |
| **Final Alert (No response after second fax submission)** | Sent 48 hours after 2nd attempt, if no response from Prescriber is received | We have made multiple attempts to contact your prescriber and will continue to wait for a response, however your prescriber has not responded to our request for a new mail order prescription. Please ask your prescriber to contact CVS Caremark Mail Service Pharmacy | Intentamos varias veces comunicarnos con el recetante y seguiremos esperando una respuesta; pero este no ha respondido a nuestra solicitud de una nueva receta con pedido por correo. Por favor, pídale al recetante que se comunique con la Farmacia de Envío por Correo de CVS Caremark. |

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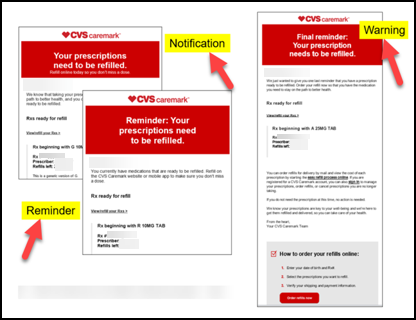
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| Refill Available Alerts (Reminders) |

The Refill Available alerts consists of 3 notifications:

* Notification
* Reminder
* Warning

**Notes:**

* Content instructs members how to refill the Easy 1-2-3 process. This will take members to the Easy Refill landing page where they can refill their mail prescriptions without logging into Caremark.com.



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| Welcome Text (TCPA SMS Compliance) |

**TCPA SMS Compliance (Telephone Protection Act short message service):**

Members will receive a welcome text with terms and conditions of messaging and an option to unsubscribe when they enroll their mobile number in the alert subscribe for receiving text alert notifications.

* Triggered when a CCR enrolls the member through PeopleSafe **or** when the member enrolls him/herself on Caremark.com.
* Enables members to be aware that they can easily unsubscribe from text alerts by responding **‘Stop’** to the welcome text.
* CCR obtains the Member’s general consent for text notifications.
* A welcome text with consent is directly sent to the member as per the TCPA compliance requirement.
* Option is available for member to view the terms and conditions by tapping “**Visit Terms here”** and opt-out of text alerts.

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| Caremark Book of Business Members - Message Type |

The following common message examples are sent to Caremark Book of Business members as identified below. Types of alerts sent can be client specific.

For a complete list of Email Alerts sent, Refer to [Caremark Alert Examples](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\2PO53Y4H\TSRC-PROD-053069).

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| **Message Type** | **Email Message and/or Text Message** |
| **Monthly**  **EOB Email – MED D** | **EOB email notifications are sent from** [noreply@memberdoc.com](mailto:noreply@memberdoc.com) **and can be viewed in PeopleSafe from ONEIL ONEclick:**     * When clicking **View Document**, members are taken to the Caremark.com homepage to **Sign In**. |
| **MED-D**  **1Click “Go Paperless” Adoption email** | 1Click Adoption email upon clicking “Go Paperless now” will ask for **DOB and ZIP Code** for unregistered/unknown registration members.  Upon successful authentication, member will be directed to ONEclick success page. |
| Future Fill |  |
| Auto Refill / Auto Renewal Email | **Automatic Refill**  **Automatic Renewal** |
| 2 Way Refill Available and Renewal(Text) | **YES confirmation message**    **NO confirmation message** |
| Auto Renewal **(Secure Message)** | FIRST NAME,  One or more prescriptions enrolled in our ReadyFill at Mail® automatic prescription program have no fills left or will expire soon. CVS Caremark will contact your doctor to get a new prescription(s) for you. You have 15 days to cancel all or part of this order if needed. Your order will ship 4 -5 days after your doctor approves the prescription and it is filled.  If you want to cancel your order, log on to Caremark.com and click on **My Account** and then the **Prescription History and Order Status** link. To cancel a prescription, click on the **Order Number**. From there, you will be able to select the prescription(s) you want to cancel. If it is too late to cancel online, you will be directed to call Customer Care to cancel the order.  When a prescription is cancelled, it will be removed from the ReadyFill at Mail program.  Taking medicines as prescribed by your doctor is an important part of managing your health. Missing doses because you do not have your medicine in time, you forget or because you are feeling better is not a good idea. If you have questions about your medicines, please discuss them with your doctor or pharmacist. Don't stop taking medications without the advice or knowledge of your doctor. |
| Auto Renewal (Text) | **Text Message:** Your auto-renewal Rx(s) are expiring. We will contact your Dr. to renew. You have 15 days to cancel. |
| MED-D Ship Consent (Email) | **Ship Consent – Initial Email**    **Ship Consent – Follow Up (2nd Email)**    **Ship Consent – Final Notice (3rd Email)** |
| Footers (Email) | **Show Full Drug Name Promos** will be included on 10 of our transactional emails encouraging registered and unregistered members to opt in to see full drug names. When the member clicks on the promo, they will be re-directed to a new guest preference page where they will be able to opt in to see full drug name. Once opted in, the member will no longer see that promo. However, if the member changes their mind and no longer wants to see the full drug names, they will have the option of going back to the new guest preference page and opting out of seeing the full drug name.            **Opt in Screen 1:** Member’s default is set to no (opt out)        **Opt in Screen 2:** Member has to select “yes’ to opt in and has to check “Terms & Conditions” box.        **Opt in Screen 3:** Member has successfully opted in to see full drug name. Member is given option to create an account.        **Opt out Screen 1:** Member is already opted in and is defaulted to see full drug name.        **Opt out Screen 2:** Member has to opt out if they no longer wish to see full drug name.        **Opt out screen 3:** Member has to check the “Terms & Conditions” box, then click on the “Save Changes” button. |
| Doctor Hold (No Response from Prescriber (Email) |  |
| Member Hold Request (Email) |  |
| Refill Available (Email) |  |
| Order Received (Email) |  |
| Order Received (2 Way SMSText) | Refer to - [Caremark.com - 2 Way Text Messaging](file://C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\afbuccil\AppData\Local\Microsoft\afbuccil\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Downloads\CMS-PRD1-113693)for more detailed instruction for 2 Way SMS Text messaging.  **2 Way Order Received Text** |
| Doctor Hold (2 WaySMSText) | **Refer to -** [Caremark.com - 2 Way Text Messaging](file://C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\afbuccil\AppData\Local\Microsoft\afbuccil\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Downloads\CMS-PRD1-113693)**for more detailed instruction for 2 Way SMS Text messaging.**  **Text INFO for more options for orders on Hold**    **Text 1, 2, or 3 and Invalid Response** |
| Order Shipped Consolidated - Multiple Orders Shipped (Email) |  |
| Multiple Orders shipped(1 Way SMSText) | **Caremark.com: <#> orders with <#> Rxs shipped <by carriernamexxxxxxxxx> on mm/dd/yy. <Tracking #xxxxxxxxxxxxxxxxxxxxxx.> <short.URL> Signature required.** |
| Order Confirmation (Email) |  |
| Credit Card Expired (Email) | **Email Message**:    **Note:** This is the initial alert. We will send 2 follow-up alerts if the member does not complete the update. |
| Credit Card Expiring (Email) | **Note:** This is the initial alert. We will send 2 follow-up alerts if the member does not complete the update. |
| Pay Your Balance (Email) | **Email Message:**      **Note:** This is the initial alert. We will send 2 follow-up alerts if the member does not complete the function. |

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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](file://C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\afbuccil\AppData\Local\Microsoft\afbuccil\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Ur17ihl\Desktop\1\CMS-PRD1-105672)

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