# Caremark.com - Contact Us

[Contact Us - Member Logged in on Caremark.com](#_Toc179888495)

[Email a Pharmacist](#_Toc179888496)

[Feedback](#_Toc179888497)

[Contact Us - Member Not Logged in on Caremark.com (unauthenticated)](#_Toc179888498)

[Related Documents](#_Toc179888499)

**Description:** Information on how members can contact us using Caremark.com.

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| Contact Us - Member Logged in on Caremark.com |

**Note:**  Screen capture may not match actual scenario for this process. Some clients may not enlist in specific web features. This Work Instruction is intended as a guide only.

Instruct the member to perform these steps to contact Customer Care:

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| --- | --- |
| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. |
| **2** | Click **Message Center** at the top right side of the screen.    **Result:** **Secure Message Center** displays from either link.    Member will need to select the Compose button to create a message. |
| **3** | If the member wishes to Compose a Message, the member will need to select if they want to be called by customer care, select a **Subject,** and a **Subcategory** before typing a **Message** and clicking **Send**. |

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| Email a Pharmacist |

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| **Email a Pharmacist** | The member can also email a Pharmacist.  **Note:** This email box is answered by clinical pharmacists, not customer care.  The member will need to hover over the **Health Resources** tab at the top of the screen. Select Email A Pharmacist.   * Member is required to fill all fields with an asterisk. |

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| Feedback |

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| **Feedback** | The **Feedback** icon is located to the right on all pages whether the member is logged out or logged in. |
| **To create and send feedback on this site, perform the following steps:**   * Click on the **Feedback** icon. * Fill out the Feedback information.   Icon - Important Information No personal member information should be included in the **Site Feedback**.   * Click **Submit**.   **Note:** This feature may be client specific and may not display on all accounts once a member is logged in. |

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| Contact Us - Member Not Logged in on Caremark.com (unauthenticated) |

Instruct the member to perform these steps to communicate with Customer Care:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com). |
| **2** | Locate Contact CVS Caremark in the page footer.    **Result:** The Contact Us page displays.  This page gives the member the options to visit the Help Center or to get in touch with us directly.   * If not signed in, members are advised to call Customer Care at the number listed on their ID card or call 1-800-552-8159. * **Note:** Members must be signed in to their Caremark.com account to send a message using the online form. |

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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/AppData/Local/Microsoft/Windows/INetCache/AppData/Local/Microsoft/Windows/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.Outlook/AppData/Local/Microsoft/Windows/ur17ihl/AppData/Local/Temp/CMS-2-017428)

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

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