# Caremark.com – Pharmacy Benefits

[Pharmacy Benefits](#_Toc204260710)

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**Description:** Provides an overview of how to access plan and benefit information on Caremark.com by using the **Plan & Benefits** tab.

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| Pharmacy Benefits |

**Note:** Screen capture 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.

Ask the member to perform these steps:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign on. |
| **2** | Select the Pharmacy Benefits tab to display the options available in the menu. Click on the desired option in the list.  **Note:** The list of options available may vary depending on the client. |

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| Pharmacy Benefits Options |

The following chart has a brief overview of the options presented in the Plan & Benefits drop down menu.

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| **Overview** | **Screen print** |
| The **Plan Summary** page displays plan specific information that may include:   * Copay/Co-insurance * Deductibles * Maximum Allowable Benefit * Maximum Out of Pocket * Maximum Allowable Benefit * Day Supply * Refill Limits * Paper Claims * Plan Specific Drug Lists   Refer to [Caremark.com - Plan Summary (038249)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=376063e7-2765-4ff1-bf6e-239158e0b328) for more detailed information.  **Note:**   * The information displayed varies depending on the member’s benefit plan. * The Time Period may display Monthly, Semi-annual, Quarterly, Annual, or Lifetime (when applicable). |  |
| The **Drug Savings Opportunities** page displays the members medications and will advise if there is a cheaper alternative. |  |
| The **Covered Drug List (Formulary)** option gives the member the ability to view their drug formulary list.  **Note:** The information displayed is client specific and varies depending on the member’s benefit plan.  Refer to [Covered Drug List-Formulary (038389)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0d789ba-e92a-46dc-8d94-061c20d54508) for more detailed information. |  |
| **Financial Summary** allows the member to see the total prescription costs for the member and their family for budgeting and tax purposes. The member is able to view prescription history for their spouse and adult dependents if Family Access has been granted.  Refer to [Caremark.com - Financial Summary (018771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49174a61-def5-436c-9087-69cf5f17a352) for detailed instructions. |  |
| **Reimbursement Claims** allows members to submit reimbursement claims for prescriptions where the member has paid out of pocket.  **Refer to:**  [Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Commercial Clients) (021490)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a38024-1554-4f79-b741-7a24347df7d3) for more detailed information.   * **MED D** Refer to: [Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Medicare D) (046782)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4905a393-82c6-41fc-8e9d-b6c3a139c78a) * **FEP** Refer to: [Caremark.com – FEP – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (043918)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1dd301b7-7dd0-4314-ac32-dcf830985076) |  |
| **Medicare D Members** **– Plan Benefits Documents.** Refer to [Caremark.com – Electronic EOB’s and Paperless Documents (MED-D) (050504)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=19c6c98b-238e-4b05-b1b7-6afd73e834fb) and[MED D - Electronic EOBs (101602)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eeb4b2b7-f5f0-471f-93ef-3c57939c5ae8) for more detailed information.   * The **Plan benefit documents** page displays. Click **Continue.** * Plan benefit documents page opens in a new window/tab and lists documents available to the member. |  |
| The **Print Plan Forms** options give the member the ability to print **Mail Service Order Forms, Paper Claim Reimbursement Forms**, and **Release of PHI Forms**.  Refer to [Caremark.com - Forms For Print and Adobe Reader (038391)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b) for more detailed information. |  |
| The **Specialty Pharmacy** option gives the member the ability to access the Specialty Pharmacy website [www.CVSCaremarkSpecialtyRx.com](https://www.cvsspecialty.com/wps/portal/specialty). |  |

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| Related Documents |

**Parent Documents:** [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 (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)

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