# Caremark.Com - Site Feedback

[Site Feedback](#_Toc106709015)

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**Description:** Provides information on how member can provide feedback on Caremark.com.

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| Site Feedback |

**Note:** Screen capture might 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 to submit feedback regarding Caremark.com:

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| **Step** | **Action** | |
| **1** | Sign in on [www.caremark.com](http://www.caremark.com). | |
| **2** | Click on the **Feedback** icon located on the right side of the page. The icon displays on every page.    **Result:** The **Feedback** (Medallia) window displays.   * Complete the fields. * Screen Capture can be attached to the feedback (optional). * Click the **Submit** button.   **No personal or health Information** should be included in the comments. | |
| **3** | **Feedback Window**  Use reference table below: | |
| **Area** | **Explanation** |
| Satisfaction Ratings | Members can click to select from 0 to 10 to provide an overall Caremark.com satisfaction rating.   * 0 being Not at All Satisfied * 10 being Extremely Satisfied |
| Comments | Free form text area where the member can provide feedback in their own words (1000-character limit).  **No personal or health Information** should be included in the comments. |
| Contact | Members can click select **Yes** or **No** to indicate if they would like to be contacted by CVS Caremark.   * If Yes is selected, members can type their email and/or phone number. * **Note:**  Selecting Yes **does not** guarantee the member will be contacted.   Responses are used in accordance with our **privacy policy**. Members can click the link to view the privacy policy.   * Screen Capture can be attached to the feedback (optional). * Click the **Submit** buttonto send feedback. |

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| Related Documents |

**Parent SOP:** [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\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Temp\Downloads\CMS-2-017428)

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

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