# Caremark.com – Email a Pharmacist

[Email a pharmacist](#_Toc176347442)

[Related Documents](#_Toc176347443)

**Description:** Information on how a member can **Email a Pharmacist**.

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| Email a pharmacist |

**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 in. |
| **2** | Hover over the **Health Resources** tab and click **Email a Pharmacist**.    **Result**: The **Email a pharmacist** page displays.   * Type **Subject of Your Question**. * Member’s **Full Name** and **Email Address** are pre-populated.   **Note:** Member must also type their email in the **Confirm Email Address** field.   * Click to select **the person covered under the account the question is about** from the drop-down list. * Type the **Date of Birth** for the person selected. * Click the checkboxes to select **Allergies** and **Health Conditions** that apply. * Type **Prescription Medications** and **Over-the-Counter Medications** member is currently taking. * Type **Your Question**. * Click **Submit**. * **Disclaimer Note** is also located at the bottom. |

[Top of the Document](#_top)

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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 (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)

[Top of the Document](#_top)

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