# Caremark.com – Member/Accessing and Updating My Profile

[Accessing Update Profile](#_Toc141951238)

[Update My Profile Options](#_Toc141951239)

[Related Documents](#_Toc141951240)

**Description:** This document provides information on how members can update their Caremark.com profile and the options available from the Profile link.

|  |
| --- |
| Accessing Update Profile |

**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.

Instruct the member as follows:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com), and click **Sign In.** |
| **2** | Click **Account** at the top of the screen. Select the **Profile** link. |
| **4** | Members have the option to:   * **Edit their Username.**    + **Note:** Customer Care can alsoedit a member’s username. * **Edit their password.** * **Edit their Contact Information:**   + Email address   + Mobile phone number   + Alternate phone number     **Additional links are also available on the Profile page from the left menu:**   * Communication Preferences * Payment methods * Balance & payment * Shipping Information * Family Access * Medical profile * Member ID Card |

[Top of the Document](#_top)

|  |
| --- |
| Update My Profile Options |

Click the links below to access the desired option (**Note:** Some options may be client specific).

* [Edit Username](#EditUsername)

* [Edit Password](#EditPassword)
* [Contact Information](#ContactInformation)
* [Medical Profile](#MedicalProfile)
* [Payment Methods](#PaymentMethod)
* [Shipping Information](#ShippingInformation)
* [Communication Preferences](#CommunicationPreferences)
* [Family Access](#FamilyAccess)
* [Balance & Payment](#BalancePayment)
* [Member ID Card](#MemberIDCard)

|  |  |  |
| --- | --- | --- |
| **Profile Selection** | **If…** | **Then…** |
| **Edit Username** | Assisting the member | Advise the member to complete the following steps:   1. Click **Edit Username.**     2. Enter new **Username.**  3.Click **Save and sign out.**    **Note:**  Customer Care can also edit a member’s username. |
| **Edit Password** | Assisting the member | Advise the member to complete the following steps:  Select Edit Password     1. Enter **Current Password**. 2. Create **New Password.** 3. **Confirm new password** by entering the new password a second time to confirm.   An error message will display if the password requirements are not met:   * Password **must**be 10-32 characters. * Password **must** include an uppercase letter. * Password **must** include a lowercase letter. * Password **must** include a number. * Password **cannot** include these special characters: **.<\*%** * Password **cannot** include spaces. * Passwords **cannot** contain words such as Caremark, Password, Member’s Name, etc.   **Note:**  If a password does not meet the password requirements, a message will be shown to advise the member accordingly, **Example:** Use of certain special characters that are not allowed.     1. Click **Save and sign out**.  * For security reasons, when a logged in/authenticated member resets their password from the **Profile** page, they will be signed out and must **Sign in** again with their new password.     **Password Reset Success** page is presented after the password reset is complete.     1. Select **Continue**. **Result:** Member is taken to “Basic” Sign in page to enter their Username and new password to reduce distraction. 2. Enter the **Username**, **Password** and select **Sign In**. |
| **Contact information: Email address, Mobile phone number, and Alternate phone number** | Assisting the member | When **Email address**, **Mobile phone number**, or **Alternate phone number** is selected, member is taken to the Communication Preferences page. |
| **Payment Methods** | Assisting the member | Select **Payment Methods** from the left menu.  **Refer to** [**Caremark.com - Payment Options**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcbe2368-ea4d-4371-8171-302498cff3fe) **for more detailed information.**    Members can **add**, **edit**, or **remove** a payment method.  The following methods can be used to pay mail service account balances:   * Visa * Mastercard * American Express * Discover * Electronic Checking   **Add or Edit a Payment Method**   * Click **Edit payment method** or **Add payment method.**     **Removing a payment method**   * Select **Edit payment method.** * Click **Remove card** located at the bottom of the page.       **Note:** If there is only 1 method of payment on file, an error may be received when removing the payment method. The member will need to add another method of payment before deleting the existing payment method:  **”In order to process your automatic refill or automatic renewal request(s), please provide a different default payment account before deleting this account”.**    [Return to Profile Options](#ProfileOptions) |
| **Shipping Information** | Assisting the member | Select **Shipping Information** from the left menu.     * Members can **add** or **edit** their primary address, but it **cannot be deleted**. * An alternate address can be **added**, **edited**, or **deleted**.      * **To Edit a primary address:** The member will click on **Edit primary address**. * Click **Save address.**      * **To Add alternate address:** The member will click on **Add alternate address**. * An **Effective** and **Expiration** date must be entered. * Click **Save address.**   **Note:** If an order or orders are already in process, adding or editing an alternate address will not change the address for the in-process order(s). |
| **Communication Preferences** | Assisting the member | Select **Communication preferences** from the left menu.  Refer to [Caremark.com – Set Communication Preferences (Contact Information)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=273206e3-9a9c-4f88-9dda-e2abd972834c) for more detailed information.    Members have the following options:   * Enroll in **Paperless settings.** * Add/Edit Alert settings for **phone, text, and email channels**. * **Drug name display** (Show full drug name). * Add/Edit **Contact Information** (phone and email).   If “**Show full drug name**” is not selected, the member will only be able to see the first 3 letters of the drug name in their communications.    [Return to Profile Options](#ProfileOptions) |
| **Family Access** | Assisting the member | Select **Family Access** from the left menu.    Members can grant **Family Access** to dependents age 18 and older to allow registered adult family members view their prescription information from their profile on Caremark.com. The minimum age can vary based on the client.  Refer to [Caremark.com - Family Access](file:///C:/Users/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/WY47H1SD/CMS-PCP1-038380).      [Return to Profile Options](#ProfileOptions) |
| **Balance & payment** | Assisting the member | Select **Balance & payment** from the left menu.  Refer to [Caremark.com - Account Balance and Payments](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6c30ce7-caf7-4c75-96e7-ada6ab0731e3) for more detailed information.    **Note:**  Outstanding balances do not include orders in process or still in the shopping cart (order not submitted yet).   * Members have option to **Pay balance in full** or **Enter payment amount**. * **Choose payment method:** Balances can be paid with an existing payment method on file or a new payment method can be added. * Link is available to view payment and activity history. * Outstanding balances can be paid with an FSA/HSA/HRA card. * Select **Pay Now** to submit payment.   [Return to Profile Options](#ProfileOptions) |
| **Member ID Card** | Assisting the member | Select **Member ID card** from the left menu.    Members can View/Print a temporary Member ID Card. (**Note:** The option to print an ID Card is client specific.)  Refer to [Caremark.com - Temporary ID Cards](file:///C:/Users/NChristian/Downloads/CMS-PCP1-038392).    [Return to Profile Options](#ProfileOptions) |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent Document:** [CALL-0011 – Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[CALL-0045 Customer Care Web Support E-Mail Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:/Users/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/windows/INetCache/Downloads/CMS-2-017428)

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

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**