# Caremark.com – Prescription Reimbursement Claim Forms

[Prescription Reimbursement Claim Forms](#_Toc111200047)

[Related Documents](#_Toc111200048)

**Description:** Instructions on how a member can obtain, complete, and mail a prescription paper claim reimbursement form.

**Note: At-home** **COVID-19 test reimbursement claim forms** that can be printed and mailed are located in the **Help Center** from the **COVID-19 Resource Center**. Refer to [Caremark.com - Forms For Print and Adobe Reader (038391)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b).

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| Prescription Reimbursement Claim Forms |

**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.

Perform these steps to access and print a **Reimbursement Claim Form**:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign in. |
| **2** | Click **Pharmacy Benefits** tab. In the drop down select **Plan Forms**. |
| **3** | The **Print Plan Forms** pageincludes the following links:   * Reminders and Instructions for filing a reimbursement claim. * Paper Claim Reimbursement forms are available in English and Spanish. * Paper Claim Reimbursement Form – FAQ. * Allergy Reimbursement Claim form. * Compound Claim Reimbursement form.   **Allergy and Compound reimbursement claim forms may be client specific and not available for all clients.** |
| **4** | Click **Paper Claim Reimbursement Form** and complete the required information. |
| **5** | Print the **Paper Claim Reimbursement Form** when completed. **Mail the form to the address indicated in Step 3 of the form.**  The mailing address can vary per client. |

[Top of the Document](#_top)

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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 Index (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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