# Caremark.Com - Health Resources

[Health Resources](#_Toc106279517)

[Related Documents](#_Toc106279518)

**Description:** Provides an overview and instructions for the links available from the **Health Resources** tab.

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| Health Resources |

**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** | Hover over the **Health Resources** tab to expand the drop-down menu. | |
| **3** | The member can select the following links to learn about medications:   * Help Center * Drug Information Center * Email a pharmacist * Drug Safety Alerts   Use reference table below to search information: | |
| **If clicking on…** | **Then…** |
| Help Center | The user interface (UI) supports up to 9 categories, as well as prioritized marketing spots. Refer to Caremark.com – Help Center (link to document 26427)  **Content:**   1. Visit the CVS Caremark Welcome Center 2. Visit the COVID-19 Resource Center 3. Order Status & History 4. Cost & Coverage 5. Ordering Prescriptions 6. Payments & Billing 7. Drug & Information Safety 8. Web & Account Support 9. Glossary |
| Drug Information Center | Caremark Drug Information Center allows logged in members to search for a drug, identify an unknown pill, and access prescriptions for easier ways to manage their health.  Refer to [Caremark.com – Drug Information Center – Drug Search and Identify Pills](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b1c4114f-5630-4bfc-995c-525bb18ba3d9) for more detailed information.  **Drug Search:** Search by drug name, National Drug Code (NDC) number or condition.  **Pill Identifier:** Search tablets or capsules by form, color, shape, or imprint. |
| Email a  Pharmacist | The member can send an email to a pharmacist. Complete the form and click the **Submit** button at the bottom of the page. |
| Drug Safety Alerts | The member can view information about the following **Drug Safety Alerts:**   * Recalls * Market withdrawals * Black box warnings   Telephone number for the FDA consumer inquiry line and link to FDA.gov is also provided. |

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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\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\Desktop\1\CMS-PRD1-105672)

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