# Caremark.com - Pharmacy Locator

[Find a Pharmacy & Filter by Services Provided](#_Toc204283689)

[Related Documents](#_Toc204283690)

**Description:** Information on how to locate and use the **Pharmacy Locator** tool.

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| Find a Pharmacy & Filter by Services Provided |

**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 find a pharmacy:

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| **Step** | **Action** |
| **1** | Access [www.caremark.com](http://www.caremark.com) and sign on. |
| **2** | Click **Prescriptions** and click to select **Pharmacy Locator** from the menu.    **Result:** **Pharmacy Locator** displays. |
| **3** | * Enter **Zip Code or location**, or click **Use my current location** and click **Search**. * Five (5) pharmacies near the selected zip code will be listed in results, within 75 miles. * Members have the option to select **Retail or Mail**. * Members can scroll down and click **Show next 5 locations**.     Filter allows members to select and sort by Services, Pharmacy type, Language spoken, and Distance.    Click Apply.  **Note:** The options available for pharmacy locator can be client specific.    **Result:** The pharmacies are listed based on criteria searched.  **Note:** Non-dispensing pharmacy, Lumicera, may be listed in the search results. |
| **4** | From the **Pharmacy Locator** results page, members can Click **Pharmacy details** to see the pharmacy **phone number**, **Get directions**, **Pharmacy hours**, and **Services**.    **Important Information and Disclaimers** listed at the bottom of the page. |

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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 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)

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