# Caremark.com - Mobile Web Navigation

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**Description:** Assists CCRs with navigation on the Caremark.com mobile web site. The mobile web is different from the mobile app.

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| Information |

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.

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| Authentication |

The Caremark.com mobile web contains protected health information (PHI). Because of the sensitive nature of the information that can be obtained on the website, representatives are required to verify four (4) pieces of information to authenticate a caller prior to assisting them with website related inquiries. Refer to [Caremark.com - HIPAA Regulations and PHI Form (038100)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb).

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| Mobile Site - Navigation |

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| **Feature** | **Navigation** |
| Accessing the Mobile Site | To access the mobile web, type the web address [www.caremark.com](http://www.caremark.com) into the address bar of an internet browser on a Smartphone, tablet or handheld mobile device. There are three (3) paths a member can take:   1. Get Started with CVS Caremark link (Members are directed to the registration start page.) 2. Sign in to your CVS Caremark account link (Members are directed to the log in page.)       [Return to Table Menu](#TableMenu2) |
| Registration | Tap **Get Started with CVS Caremark** to begin the registration process. Refer to [Caremark.com – Standard Registration Sign Up (068972)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3d8135d2-1892-464a-aa80-61a2d1ae3146).  [Return to Table Menu](#TableMenu2) |
| Logging in | Type the **Username** and **Password** in the required fields, and tap **Sign In**. Refer to [Caremark.com - Member Log In (068971)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=464ca335-aeb6-4e16-8009-1ba14f766091" \t "_blank)**.**  [Return to Table Menu](#TableMenu2) |
| Forgot Username | Tap **Forgot your username.** Type the requested Personal Information, and follow the prompts to Verify Identity, Retrieve a Username, and Sign in.  [Return to Table Menu](#TableMenu2) |
| Forgot Password | Tap **Forgot your password.** This feature is for members who access the unauthenticated homepage of Caremark.com on **Desktop** and **Mobile Web.** Type the requested Personal Information, and follow the prompts to Verify Identity, Reset Password, and Sign in.  [Return to Table Menu](#TableMenu2) |
| Multifactor Authentication (MFA) | Refer to [Caremark.com– Log In and Multifactor Authentication (MFA) (049718)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb037e34-deba-4d00-af22-d401e0394aab). for more detailed information.  [Return to Table Menu](#TableMenu2) |
| View all plans link (Carrier to Carrier Enhancements) | Refer to [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements (058095)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd7f8b9f-cf1b-4f7c-86f7-ac6e0a015452) for more detailed information.  Members who have or have had more than one plan with CVS Caremark in the past 36 months based on termination date have a new feature displayed on the dashboard titled “**View my plans.”** This allows members to access any of their plans by just clicking on the link, selecting the plan they want to access, and signing in with the same username and password.  [Return to Table Menu](#TableMenu2) |
| Refill Prescriptions | Refer to [Caremark.com – Order Placement (Refill) (068958)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=50e0a62b-df96-401e-9ab5-c52fa3774a17) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Financial Summary (prescription history) | Refer to [Caremark.com - Financial Summary (018771)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=49174a61-def5-436c-9087-69cf5f17a352) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Order Status | Refer to [Caremark.com – Order Status (018773)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=60a36823-0c27-4d84-953b-e4ecd7d7a569) for more detailed information.  [[Return to Table Menu](#TableMenu2)](#TableMenu2) |
| Plan Summary | Refer to [Caremark.com – Plan Summary (038249)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=376063e7-2765-4ff1-bf6e-239158e0b328) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Covered Drug List | Refer to [Caremark.com – Covered Drug List – Formulary (038389)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c0d789ba-e92a-46dc-8d94-061c20d54508) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Print Plan Forms | Refer to [Caremark.com – Forms For Print and Adobe Reader (038391)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Check Drug Cost | Refer to [Caremark.com – Medication Coverage & Cost/Copay (068955)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3e856dee-a7bb-466e-ba29-0f0e61339bc3) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Pharmacy Locator | Refer to [Caremark.com - Pharmacy Locator (076403)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5cd07716-e1d2-4dcc-beb2-a8701aceeaf8) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| View ID Card | Refer to [Caremark.com - Temporary ID Cards (038392)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d0795d43-9d76-41b7-a8d2-40238235649f) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Prior Authorization | Refer to [Caremark.com – Prior Authorization (070305)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=20ba7691-5b2a-4780-9c3a-f671151ab55c) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Contact Us | Refer to [Caremark.com - Contact Us (073641)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e2b16147-8a77-4f8d-beb7-b7ee5d9dbf64) for more detailed information.  [Return to Table Menu](#TableMenu2) |
| Payment Method | Refer to [Caremark.com – Account Balance and Payments (038113)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6c30ce7-caf7-4c75-96e7-ada6ab0731e3).  [Return to Table Menu](#TableMenu2) |
| Profile | Refer to [Caremark.com – Update Profile – Customer Care (038104)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=90c8be08-51d0-4c28-ac12-010337674133).  [Return to Table Menu](#TableMenu2) |
| Privacy Policy/Terms & Conditions | Tap the **Privacy Policy** or **Terms & Conditions** listed at the bottom of the screen to view **Caremark’s Privacy Policy** and **Terms & Conditions**.  [Return to Table Menu](#TableMenu2) |
| Signing Out | Tap **Log Out** at the bottom of the **Account** menu to log out of the account.  [Return to Table Menu](#TableMenu2) |

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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 (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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