# Caremark.com - Mobile App Navigation

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**Description:** This document assists Web trained CCRs with navigation with the Caremark mobile App.

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| Mobile App |

The Caremark mobile apps for both IOS (iPhone) and Android devices are specifically designed for phones. The mobile App might work on tablet devices but might not perform exactly as intended. If a member is unable to get the app to work properly, encourage them to use the desktop site from the tablet by launching [www.caremark.com](http://www.caremark.com) in a browser.

Members should update or download the most current version of the Caremark App to ensure they are able to view the most updated content available for the client on the App (client specific).

**Note:** Screen captures 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.

The following features are viewable via the Mobile Web or Desktop:

* Payment method
* Prior Authorization
* Family Access

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| Authentication |

Profiles within the Caremark.com website and mobile App contain private 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 before assisting them with website or App related inquiries. Refer to [HIPAA Regulations (Web Portal Only)](file://C:\Users\afbuccil\AppData\Local\Microsoft\afbuccil\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\U914lbf\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\F6WQDXQY\CMS-PCP1-038100).

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| Mobile App - Navigation |

Refer to the table below as appropriate:

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| **Feature** | **Navigation** |
| Sign In, Home,and Sign Out | To Sign In, tap **Sign In** at the top right of the screen.   1. Type **Username** and **Password.** 2. Tap **Sign In.**     Tap the **lock icon** in the top right corner of the screen to **Sign** **Out**. |
| **View all plans link** | Refer to [Caremark.com Log in and Registration (Carrier to Carrier) Enhancements](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 (1) 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. |
| **Submit Claims** | For COVID at-home tests refer to [Submitting an Online Claim on Caremark.com for the COVID-19 at-home Test](file:///C:\Users\C176128\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\DRBRCGIO\TSRC-PROD-049265).   1. Tap **Submit Claims**, the member follows the prompts to submit their claim. |
| Check Drug Costs | 1. Tap the **Check Drug Costs** button located on the **Home** screen under Member Tools.      1. Select a Plan Member from the drop-down box provided.      1. Type the drug name (or the first three (3) letters of the drug name) in the **Drug Name** box.      1. The member follows the prompts to complete the drug search |
| Pharmacy Locator | 1. Tap the **Pharmacy Locator** button located on the **Home** screen.      1. Search for a pharmacy by tapping the **Use my Current Location** button or by typing the **Zip Code or City and State** in the box.      1. The member follows the prompts to locate their pharmacy of choice. |
| View I.D. Card | Tap the **View I.D. Card** button from the **Home** screen and Sign In.    **Note:** The ability to View ID cards on the Caremark App can be client specific and may not be available for all members.  **Result:** The ID Card displays.   * Digital-friendly layout that optimizes viewing and removes accessibility issues. * Client Specific: Format auto-expands to make room for the addition of information in the future (dependent info, deductibles, and max out-pocket values).   iOS iPhone users can add their ID Card to Apple Wallet. Android App users can store their ID Card in Google Wallet. |
| **View Orders** | 1. Tap the **View Recent Orders** buttonfrom the **Home** screen. 2. Tap the order to view the information. The member can change the time frame by tapping the drop-down box and choosing how far back they want to view orders.     Members have the ability to change orders and release holds on the Caremark mobile App to mirror functions that already exist on Caremark.com/mobile site.   * Change the shipping address for In Process orders. * Update the delivery date for In Process orders. * Postpone or cancel In Process orders. * Release scripts on hold as a result of payment issues. * Release patient holds. * Provide Ship consent (Med D) |
| **View**  **Financial Summary**  **(Rx History)** | 1. Tap the **View Financial Summary** button on the **Home** screen.      1. The Financial Summary is set to last 6 months by default. Members can change the time frame and view up to 36 months of prescription history. 2. **Display Options** allows members to customize their view:  * **Sort By -** Allows members tosort by Rx Number or Total Cost. * **Filter By Patients** - The filter allows members to select **All** or filter by **Patient** or family member’s name. * **Data –** Members can further customize their view by selecting **Show Prescription** **Name** and **Show Prescription Quantity**. |
| **Refill Prescriptions** | Tap the **Refill Prescriptions** button from the **Home** screen.    **Result:**  A list of active refills and renewals display on the page.    Member can tap on prescriptions they want to add to their cart.    **After the member continues to cart** they can change their address. The member can also select the Shipping Method.    Member are given the opportunity to add eligible prescriptions to the auto refill program (if applicable).      Member select check out. They are given another opportunity to review their order before it is placed. |
| **Profile** | Members have the option to set up their Communication Preferences, Pay Mail Account Balance, and Change Password. The member is directed to the Caremark Mobile web page where they must login. |
| **Paperless EOB on**  **Mobile Apps** | Members can download, view, and share (print/email) a monthly **Explanation of Benefits (EOB)**.   * Initial rollout slated for **SilverScript** members. * Release date is dependent upon new application currently being tested. * **Supported in both iOS and Android**. |
| Share your Feedback,Need Help? Contact Support, About (this app),Terms & Privacy,and FAQ | At the bottom of the Home screen, members can **share their feedback** about the App.  When selecting **Need Help? Contact Support,** members are directed to use the **mobile site** to **Contact Us**.  Other options at the bottom of the home screen are **About**, **Terms & Privacy, Feedback, and FAQ**.   * Tap **About** this appto access information about **CVS Caremark®.** * Tap **Terms &** **Privacy** to access the Caremark.com **Privacy Policy**. * Tap **FAQ** to view Web Support FAQs.   **Caremark iOS App users only.** Apple mandate to provide members with information or option to delete their digital account/registration when downloading from the Apple store.   * Member must be logged in and access Terms & Privacy. * Members must contact Customer Care to have their registration deleted. |

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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\afbuccil\AppData\Local\Microsoft\afbuccil\AppData\Local\Microsoft\windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

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