# Caremark.com – Locating the Pharmacists and Medical Professionals Page

[Locating the Pharmacists and Medical Professionals Page](#_Toc112666893)

[Related Documents](#_Toc112666894)

**Description:** Information for locating **For Pharmacists** and **Medical Professionals** pages.

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| Pharmacists and Medical Professionals Page |

**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.

Assist Customer Care Representatives (CCR)s with directing **Pharmacists and Health Care Professionals (Prescribers)** with locating information/forms available for variety of topics including:

#### Download PDFs for Emergency Response Documents.

#### Information and Frequently Asked Questions (FAQs).

#### Forms and Guides.

#### Medicare and Medicaid Compliance Training.

#### Provider Credentialling.

#### National Council for Prescription Drug Programs (NCPDP), Payer Sheets.

Perform the steps below to locate the Pharmacists and Medical Professionals page:

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| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | Access **Caremark.com** from your browser. | | |
| **2** | Scroll down to the bottom of the home page to locate **Pharmacists & Medical Professionals** located in the footer. Click **Pharmacists & Medical Professionals.**    **Result:** The Information for health care professionals page displays. | | |
| **3** | Multiple options for Pharmacists and medical professionals are available. Click the best option/button under Jump to a specific topic. Then click a subtopic.  **Note:** This information might change at any time. | | |
| **Topic** | **Sub-topic** | **Sub-topic Visual** |
| **Information and FAQs** | Information for Pharmacist and medical Professional |  |
| FAQs for Prescribers Office Staff |  |
| FAQs for Pharmacists and Pharmacy Staff |  |
| **Forms and Guides** | Guides and Lists |  |
| **Medicare and Medicaid Compliance Training** | Medicare & Medicaid Compliance Training for Pharmacy Staff |  |
| **Provider Credentialing** | Provider Credentialing |  |
| **NCPDP Payer Sheets**  **The following is a Note to Pharmacies located at the top of the NCPDP Payer Sheets:**  **Note to Pharmacies:**  **For claims utilizing BIN 020099, 020115, 020107, 020123, 020396, 020388, or 610502, please refer to the CVS Caremark® payer sheets listed below. Download PDFs of the Pharmacy Payer Sheet documents you need.** | Primary Claim NCPDP Version D.0 Payer Sheets |  |
| COB Claim NCPDP Version D.0 Payer Sheets |  |
| NCPDP Pharmacy Reject Code Reference |  |

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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:** Caremark.com - Work Instruction/Job Aid Index

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