# Ask a Pharmacist Email (eCare)

The “Ask a Pharmacist” emails will contain an **Internal ID** instead of the **External ID** and a Client Code.

The reason for this is that when we respond to the member’s email, the original email is attached to our answer and the members do not feel comfortable seeing their SS# being sent across the internet.

Since the **Ask a Pharmacist** link is a secure link, it captures the member’s Group Code/Client Code.

This is an example of the information that is submitted on an **Ask a Pharmacist Email**:

* Email Address = Member’s Email Address
* Question Subject = Email Subject
* Question Category = Question Category
* Question Type = Ask A Pharmacist
* Question Pertains to = Member
* Name = Member’s Name
* Member ID = Member’s Internal ID
* Client Code = Client Code
* Date of Birth = Member’s DOB
* Allergies = Member can list allergies.
* Other Allergies = Member can list other allergies.
* Medical Conditions = Member can list medical conditions.
* Pregnancy Date = Member can list a pregnancy date if applicable.
* Other Medical Conditions = Member can list other medical conditions.
* Other Medications = Member can list other medications.
* Over the Counter Medications = Member can list over the counter medications.
* Question = Member types his or her question/inquiry in this box.

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