# Caremark.com - Web Error Form Process (Vendor Teams Only)

[Web Error Forms Process](#_Toc135744043)

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**Description:** Vendors will use the procedures in this document to submit a [Web Error Form](https://aetna-537298.workflowcloud.com/forms/f3aec21b-f113-4a9a-9105-a6a7b52dd0eb) after you have consulted all the standard resources and cannot locate a solution. This document is **NOT for internal CVS**.

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| Web Error Forms Process |

** This document is for VENDORS ONLY!** If you are an internal CVS employee you should **NOT** use this document, **or** the link to the Web Error Form in this document. You **MUST** refer to, and use the link to the WEF in the [Caremark.com – Web Error Form Process (Internal)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9).

**Note:** The form should be launched using Google Chrome.

One of the responsibilities of a Customer Care Representative is to help members solve any technical and navigational problems that may arise as they use the Caremark.com website.

**Note:** When handling any interactions with a member, remember to use your customer care skills to provide a positive customer experience.

If the member is experiencing an issue with the Caremark.com website and you can duplicate the error, a Web Error Form **(WEF)** may need to be submitted.

Please check Activity Notes to determine if a WEF was previously submitted for the member.

* If a Web Error Form (WEF) was already submitted for the member for the same issue, an additional WEF will not need to be submitted. Advise the member that their issue has already been submitted for review and is in the process of being evaluated for resolution.  Be sure to reference the **Client CIF**, **work instructions/jobs aids** applicable to the page the member is experiencing an issue available in **theSource** as well as the [Caremark.com – Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8) to assist with troubleshooting website issues.
* **If** it is determined that a **valid** web error exists, follow steps below to submit a web error form.

If a WEF was not previously submitted, complete the following steps: “Step/Action” Table:

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| **Step** | **Action** |
| **1** | Verify the member’s phone number and email address. |
| **2** | Review the Open Issues in the [Caremark.com - Open and Closed Tickets Reference Sheet](file:///C:\Users\Ur17ihl\Downloads\CMS-PRD1-099516) to determine if the issue the member is reporting is a known issue. Advise the member of the known issue and suggested work around, if available. If a fix has been scheduled, provide the ETA/Release Date. If a ticket exists for the issue, include the ticket number in the notes and submit a WEF with the required information for tracking purposes to ensure the member can be contacted when resolved.  If there is no information available in the [Caremark.com - Open and Closed Reference Sheet](file:///C:\Users\Ur17ihl\Downloads\CMS-PRD1-099516), **inform the member that we are unable to provide a specified Turn Around Time (TAT) for resolution at this time.**  If a ticket must be opened to be researched by IT, the Digital Website Support team will contact the member when resolved.  All tickets received are researched and evaluated. Due to the complexity of some issues, it can take longer to determine the root cause, level of effort required to resolve, and be scheduled into a release.  **HIPAA Disclosures/Privacy Issues reported on Caremark.com:**    **IMPORTANT:**  Customer Care Representatives are **required** to submit a Radar Incident when someone reports a privacy issue on Caremark.com. This includes any perceived release of PHI/PII to an unauthorized party (such as a member seeing prescriptions on their web portal that do not belong to them) It is imperative these incidents are researched promptly, by submitting a Radar Incident Form. Representatives will **no longer** submit a web error form to report privacy issues on Caremark.com.  **For instructions, refer to** [Radar Quick Reference Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=23b0e6d7-9eba-436c-9188-4a3c272f8037). **Contact the Senior team if assistance is needed.**    If a web error form is submitted for a privacy issue, you will be directed to submit Radar Incident. **Note:**  Care is also permitted to send details of privacy issues along with the Radar Incident number to PrivacyCaremark [PrivacyCaremark@CVSHealth.com](mailto:PrivacyCaremark@CVSHealth.com).   Do **NOT** submit a case for fraud **OR** advise the member this could be fraud.   Advise the member the issue will be investigated and reviewed for resolution. |
| **3** | **IF** a [Web Error Form](https://aetna-537298.workflowcloud.com/forms/f3aec21b-f113-4a9a-9105-a6a7b52dd0eb) is needed, complete the form as outlined below. **Note:** The form should be launched using Google Chrome.   * Fill out the form and include your name and email address as well as your supervisor’s name and email. Note, fields marked with an asterisk are required fields. * Complete **Request Details** fields. * Provide as much information as possible and explain specifically what the member is reporting in the **Issue Description.** Include the names of screens, medication names/Rx numbers, or error messages, if applicable. * Click **Submit** to submit the form. |

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| Related Documents |

[Caremark.com – Open and Closed Tickets Reference Sheet](file:///C:\Users\Ur17ihl\Downloads\CMS-PRD1-099516)

[**Abbreviations/Definitions:**  Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\Ur17ihl\Downloads\CMS-2-017428)

**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)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\Desktop\1\CMS-PRD1-105672)

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