# Caremark.com - Mission and Goals

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**Description:**  Provides the departmental mission and goals including Top Box Practices, Rewarded Behaviors, Hours of Operation, and Performance Goals.

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| Top Box Practices |

* We focus on “One Call Resolution.”
* We show empathy, compassion, and dedication when servicing our members.
* We operate with Integrity and with the Vision, Mission, and Values of CVS Health with all of our customers – both internal and external.
* We are prepared to take every call and give our members our undivided attention.
* We are patient and courteous!
* We acknowledge our members request and go above and beyond to do what it takes to help them.
* We educate our members about our website and what benefits are available through CVS Caremark.
* We embrace change and take charge!

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| Rewarded Behaviors |

* Choose to be Exceptional and Passionate at what you do.
* Be Coachable.
* Be a Member and Employee Advocate.
* Be a good Partner and Collaborator.
* Reach out Across Different Areas of Business and Functionality.
* Be an Innovator.
* Own it.
* Think Globally.
* Member in Community Outreach.
* Demonstrate Wellness.

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| Hours of Operation |

Customer Care Teams are available to assist with website inquiries:

24 hours a day / 7 days a week

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| Performance Goals |

* **Customer Care:** Handles basic support and navigation calls for users of Caremark.com, Caremark Mobile site, and the Caremark App using the resources available in theSource. If a member is reporting a possible issue with their Caremark.com account, Customer Care determines if a valid web error or issue exists using the resources available in theSource. If necessary, submits a Web Error Form to Digital Website Support to be researched. Refer to:
  + [Caremark.com – Web Error Form Process (Internal)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9)
  + [Caremark.com - Web Error Form Process (Vendor Teams Only)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2)
  + [Caremark.com – Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8)
* **eCare:** Provides the following additional services and support:
* Secure Email communication with members for messages received through the Secure Message Center.
* If a member sends a message indicating there is a possible issue with their Caremark.com account, the eCare team determines if a valid web error or issue exists using the resources available in theSource. If necessary, submits a Web Error Form to Digital Website Support to be researched. Refer to:

* + [Caremark.com – Web Error Form Process (Internal)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a082ab2a-cbb5-4803-a27a-339f8c30cac9)
  + [Caremark.com - Web Error Form Process (Vendor Teams Only)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97f7ff71-4831-453d-b292-183506cab4d2)
  + [Caremark.com – Web Error Reporting and Troubleshooting Guide](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8f4576f4-b866-4b64-beb0-c1089b3c32e8)

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| Related Documents |

**Parent Document:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045) **and** [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8a2da44a-6336-454d-8deb-fca4a71ad69b)

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