# Caremark.com - Specialty Pharmacy Site Questions/Answers

[Frequently Asked Questions (FAQs)](#_Frequently_Asked_Questions)

**Description:** Provides frequently asked questions and the appropriate responses for the member/patient needing assistance with CVSspecialty.com.

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| Frequently Asked Questions (FAQs) |

Refer to the appropriate scenario below:

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| **Question/Statement** | **Answer** |
| * Can you help me reset my password? * I have forgotten the answers to my **security questions**. * I **do not** want to use this website to order my prescriptions. * Can you help me to **update** my **email** address? * Can you help me to **unlock** my user account? * I tried to register, and I received a message indicating that based on the information I provided, they were **unable to find my records**. I have filled my medications with CVS before. * I was able to register, process a refill request, answer all of the questions and when I clicked complete my order, I received an apology message indicating there were some **technical difficulties**. Did my order go through? * I was able to register and now I am trying to **refill** my medication, but the same medication is listed twice. Which one do I pick to refill? * I was trying to register and when I got to the final page, I received a message indicating that there were some **technical issues**. Was my registration completed? * I was able to log in, but I can’t find my refill page? I received a message apologizing for **technical problems**. What’s going on? How can I refill my prescription? * I would like to **request a refill**, but there is a question mark next to the medication name and when I click on the question mark, I get a message saying that due to FDA or clinical requirements, this medication cannot be requested electronically. What does that mean and why? * The **delivery date** says “estimated” – I need my medication sooner and it won’t let me pick a date earlier than what is being displayed. * The system is telling me you are going to use the **billing** **method** on file. What do you have on file? * I need my **supplies** and I can’t figure out how to order them. * I submitted my request online and I have not received a **call** **back**. | Would you be able to hold for a moment so that I may get a representative on the line that could better assist you with your needs?  Warm transfer the member/patient to Specialty Customer Care at **1-800-237-2767**. (Refer to: [Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23))  **For Web Support:**  Warm transfer the member/patient to Specialty Web Support at **1-855-264-3239.** (Refer to: [Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23))  Also refer to: [Warm Transfer Calls to Specialty](TSRC-PROD-049900) |
| What happened to the website? Can I process a **refill** request? | Our website now requires that you set up an account.  If you click the “**REGISTER NOW**” button, the registration process is very simple, and user friendly. Once you have set up your account, you will be able to request a refill for your medication.  Additional questions about their account should be warm transferred to Specialty Customer Care at **1-800-237-2767**. (Refer to: [Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23))  **For Web Support:**  Warm transfer the member/patient to Specialty Web Support at **1-855-264-3239.** ([Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23))  Also refer to: [Warm Transfer Calls to Specialty](TSRC-PROD-049900) |
| What’s with all of these questions? Why did you add more questions? | We added a few questions, and we also changed a couple of questions so that we can have a better understanding of how you are doing on your medication. By getting a little more information and understanding that you are doing well on your medication, you may not require a return phone call – your order will ship as requested. If there are any questions or concerns, we will call you to review and discuss as we have in the past.  Additional questions about their account should be warm transferred to Specialty Customer Care at **1-800-237-2767**. ([Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)) |
| What would happen if I don’t answer all of these questions? | The process will not allow you to continue to the end or checkout unless you answer all of the questions. Please remember that if you answer Yes to a question, boxes will be displayed which will allow you to provide further information.  Additional questions about their account should be warm transferred to Specialty Customer Care at **1-800-237-2767**. ([Five9 Document Index for Agents](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23)) |

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