# Home Delivery Order Form Frequently Asked Questions and Answers and Sample

[Frequently Asked Questions and Answers](#_Toc92461301)

[Related Documents](#_Toc92461302)

**Description:** Provides answers to frequently asked questions regarding the Home Delivery Order form.

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| Frequently Asked Questions and Answers |

Refer to as needed:

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| **#** | **Questions** | **Answers** |
| **1** | **How can a member order a refill?** | The fastest and easiest way to order refills is via the Member Web Portal, the IVR or by calling Customer Care. All refills are available via these methods. If the member prefers to mail in the refill order form, they can write the prescription numbers for the refills that they want to order in the space provided on the refill order form. |
| **2** | **How does a member indicate they want to use electronic check processing on the order form?** | Electronic check is a free service which requires a one time pre-registration. Plan members may register by logging on to Member Web Portal or by calling Customer Care. When plan members pay by electronic check, funds are transferred from their bank account within two business days. |
| **3** | **Do plan members have to select a payment method on the order form every time they submit an order?** | No. If they have a default payment method on file with us, they can leave the payment method blank, and we will use the default payment method on their account. A payment method must be provided at the time of an order. |
| **4** | **How can members obtain order forms?** | Members may download and print out order forms from [Caremark.com (038391)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b).  **PeopleSafe Users:** CCRs may also send up to 5 copies of the form at a time using the [Order Fulfillment (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) button in PeopleSafe.  **Compass Users:** CCRs may also submit a request through the Member Resources link on the Claims Landing Page. Refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662). |

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| Related Documents |

[Customer Care Abbreviations and Definitions (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Mail Service (Home Delivery) Order Form Sample (039187)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6b4e6ec8-1163-4e4c-85e8-1bc18d89dfb2)

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