# Caremark.com Alert Examples

[Prescription Overdue for Refill](#_Toc177113749)

[Prescription Refill Available](#_Toc177113750)

[Order Placed on Hold](#_Toc177113751)

[Cannot Fill](#_Toc177113752)

[No Response from Prescriber](#_Toc177113753)

[Refill to Soon](#_Toc177113754)

[Order Processing Date changed](#_Toc177113755)

[Order Confirmation](#_Toc177113756)

[Order Received](#_Toc177113757)

[Order Shipped Confirmation](#_Toc177113758)

[Member Registration](#_Toc177113759)

[Participant Hold](#_Toc177113760)

[Multifactor Verification Code Request](#_Toc177113761)

[Password Changed (Forgot Password)](#_Toc177113762)

[Username Retrieved (Forgot Username)](#_Toc177113763)

[Refill Available Alert](#_Toc177113764)

[Prescription about to Expire / Expired-Renew Rx](#_Toc177113765)

[Automatic Refill In Progress](#_Toc177113766)

[Prescription Removed from Auto Refill/Renewal](#_Toc177113767)

[Enrolling in Automatic Refills](#_Toc177113768)

[Rx Savings Opportunities](#_Toc177113769)

[Shipping Delay Confirmation](#_Toc177113770)

[Zero Refills Remain](#_Toc177113771)

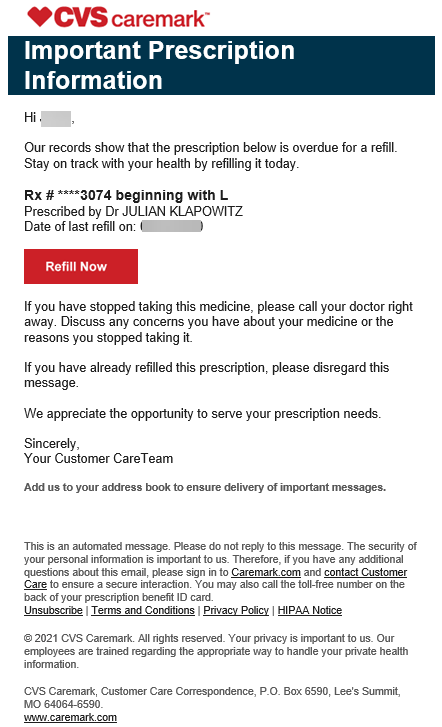
[Related Document](#_Toc177113772)

**Description:** This document contains Caremark Alert examples and should be utilized with the related document.

**Note:**  Screen captures may not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.

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| Prescription Overdue for Refill |

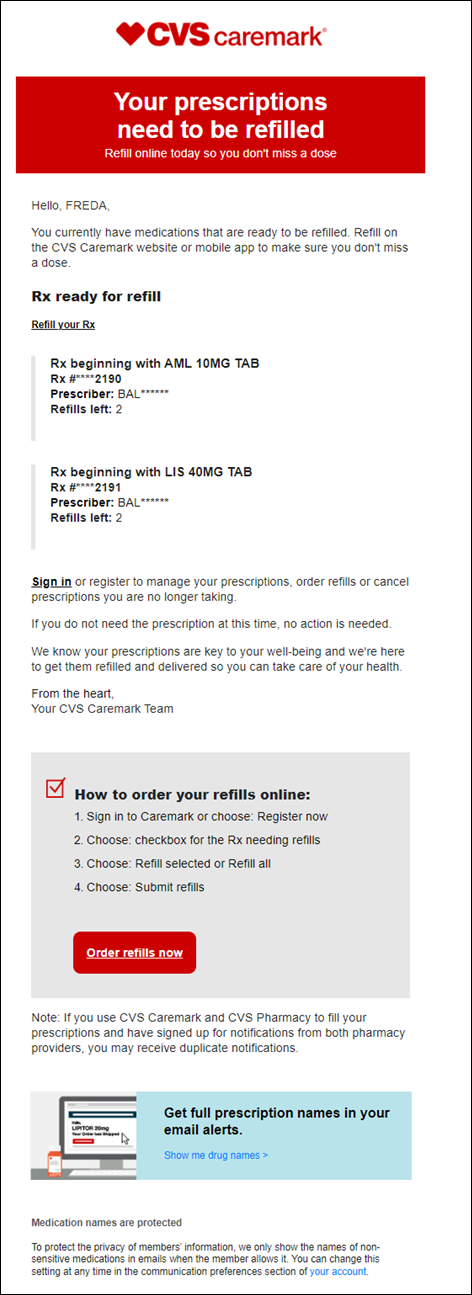
**Prescription Overdue for Refill Alert Example:**



[Top of the Document](#_top)

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| Prescription Refill Available |

**Prescription Refill Available Example:**

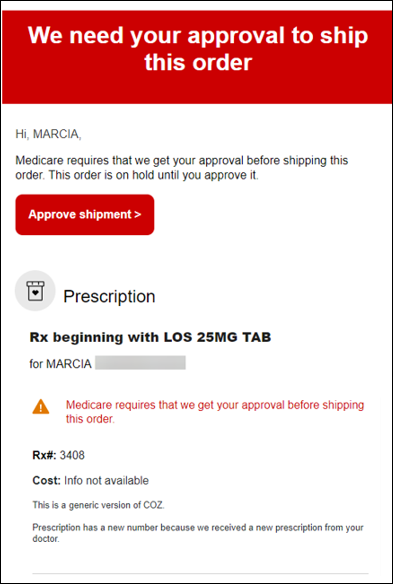


[Top of the Document](#_top)

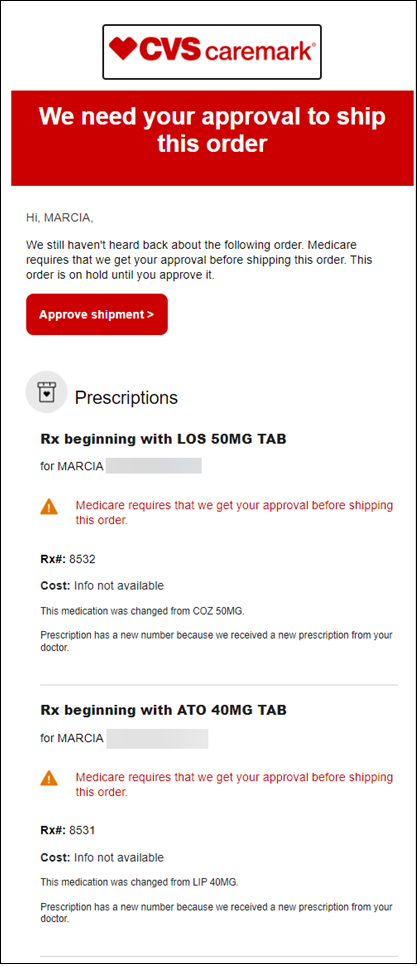
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| Order Placed on Hold |

**Order Placed on Hold Examples:**

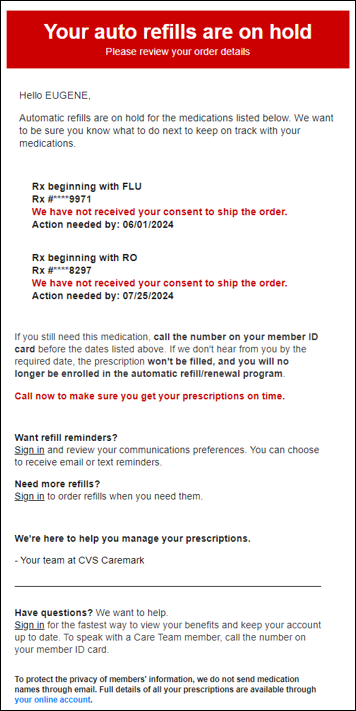
**Med-D Ship Consent – Initial Alert**



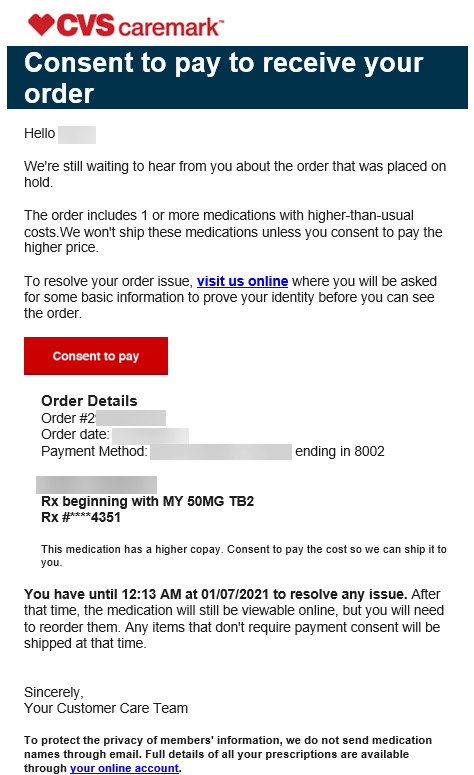
**Med-D Ship Consent Reminder Alert**



**Med-D Ship Consent Not Received/ Automatic Refills on Hold**



**Consent to Pay / High Copay**

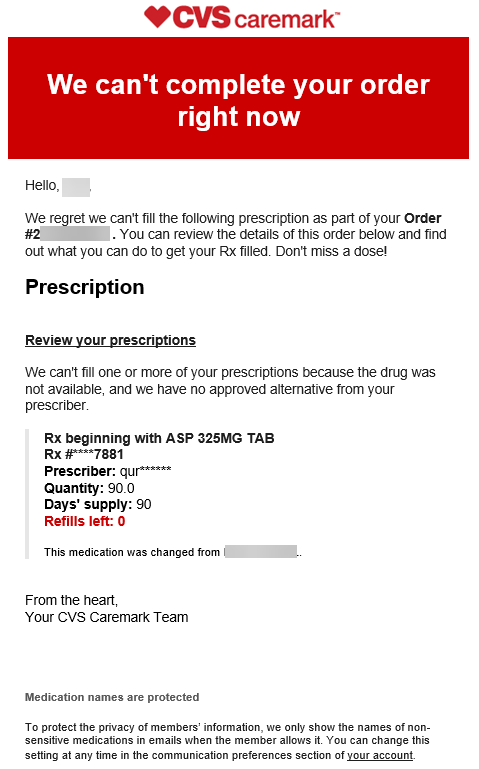


[Top of the Document](#_top)

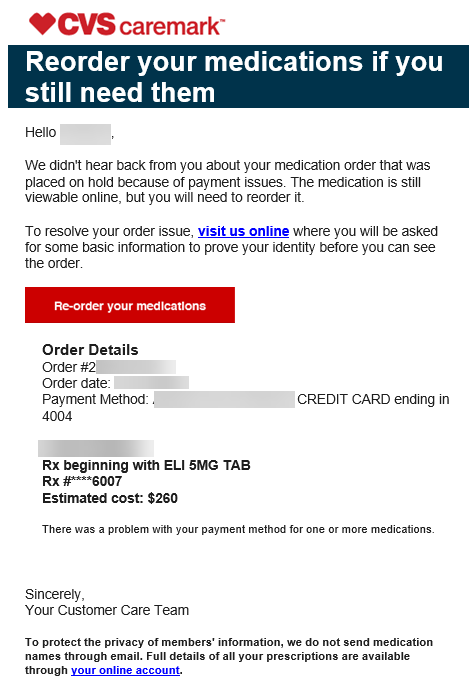
|  |
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| Cannot Fill |

**Cannot fill Examples:**

**Drug Not Available**



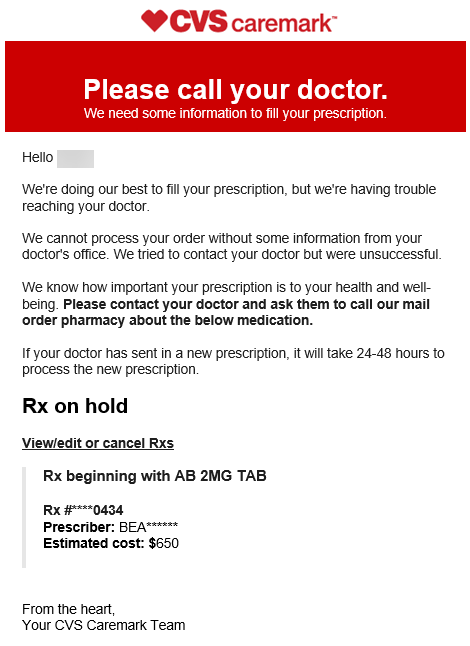
**Payment Issue**



[Top of the Document](#_top)

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| No Response from Prescriber |

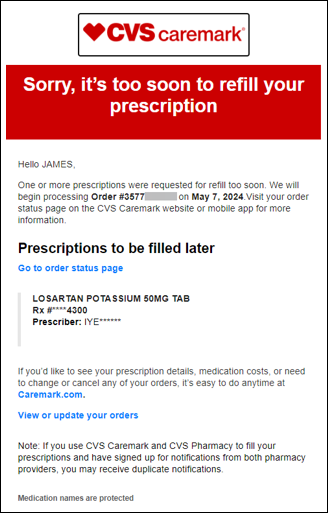
**No Response from Prescriber Example:**



[Top of the Document](#_top)

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| Refill to Soon |

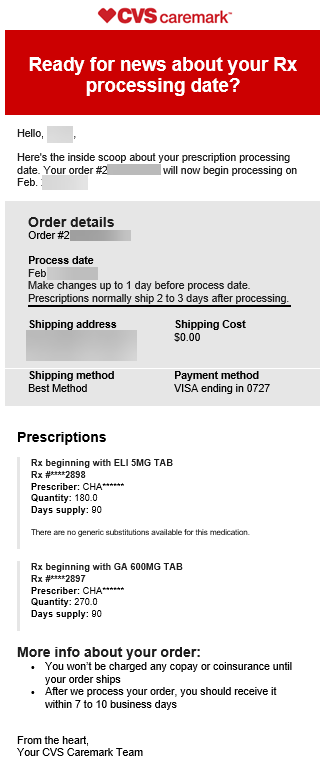
**Refill to Soon Example:**

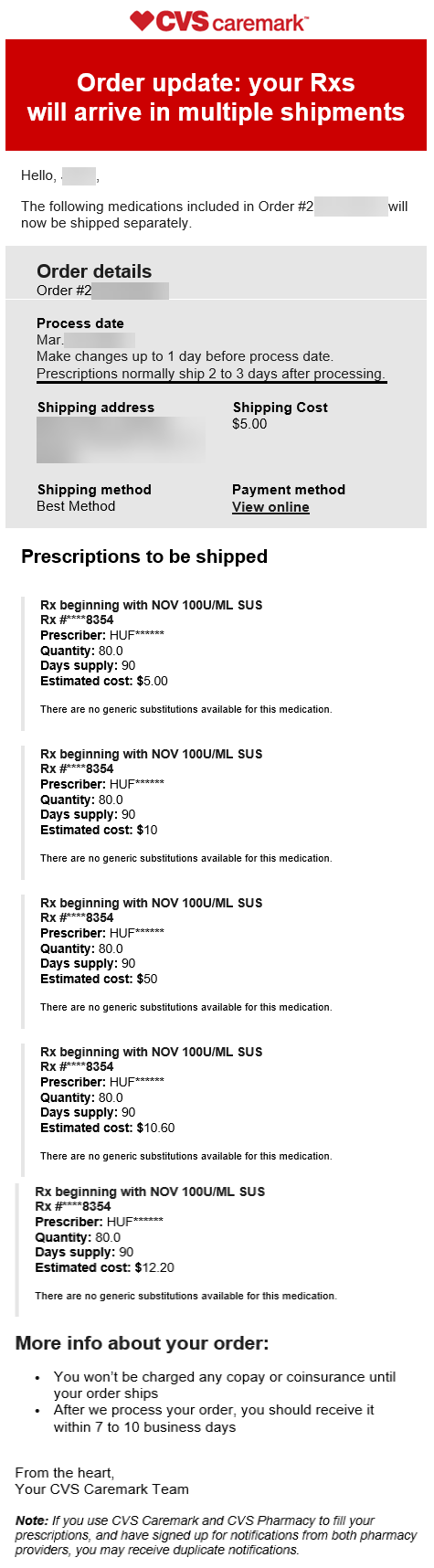


[Top of the Document](#_top)

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| Order Processing Date changed |

**Order Processing Date Changed Example:**

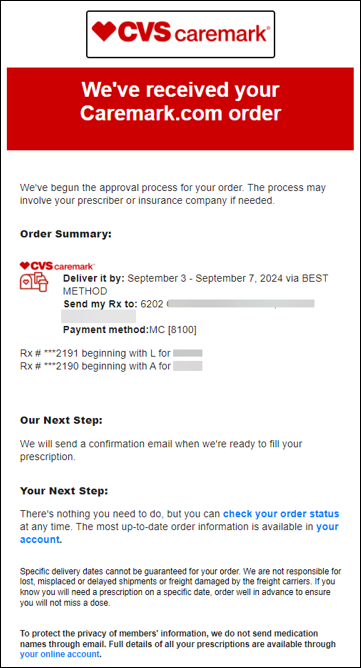




[Top of the Document](#_top)

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| Order Confirmation |

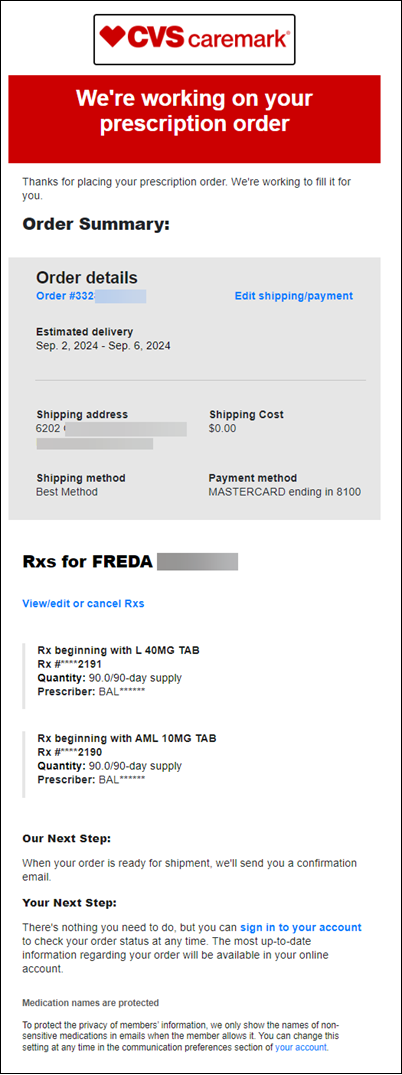
**Order Confirmation Example:**



[Top of the Document](#_top)

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| Order Received |

**Order Received Example:**

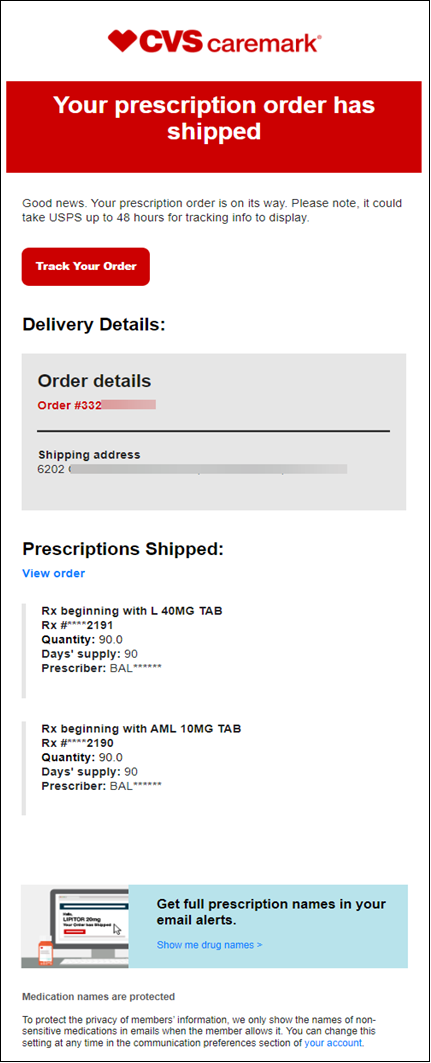


[Top of the Document](#_top)

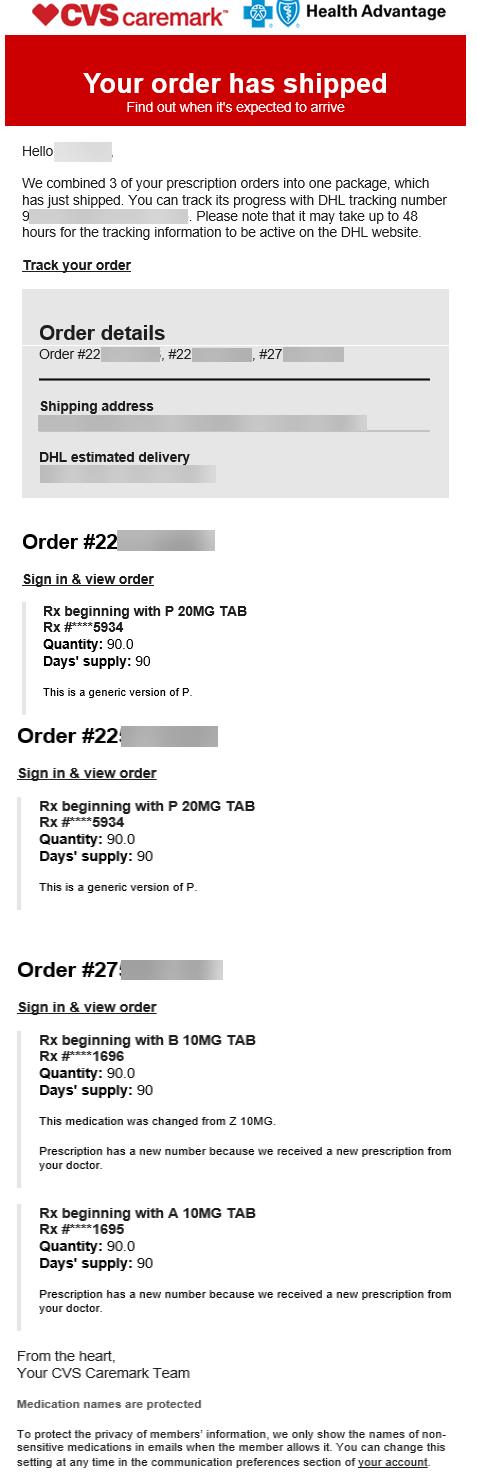
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| Order Shipped Confirmation |

**Order Shipped Examples:**

**Order Shipped (1 Order)**



**More than 1 Order Shipped / Combined**

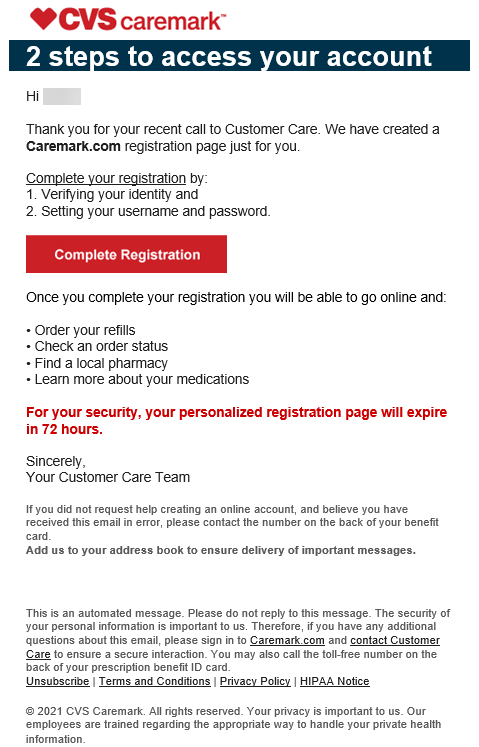


[Top of the Document](#_top)

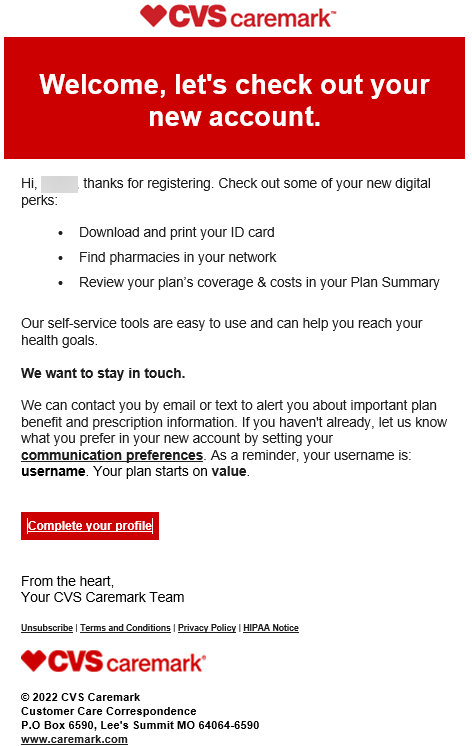
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| Member Registration |

**Caremark.com Registration Examples:**

**Quick Registration**



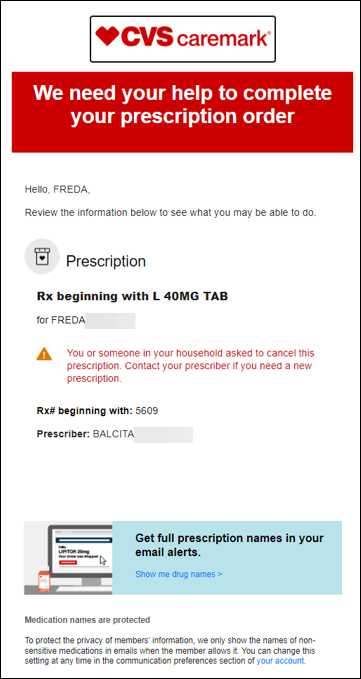
**Registration Confirmation**



[Top of the Document](#_top)

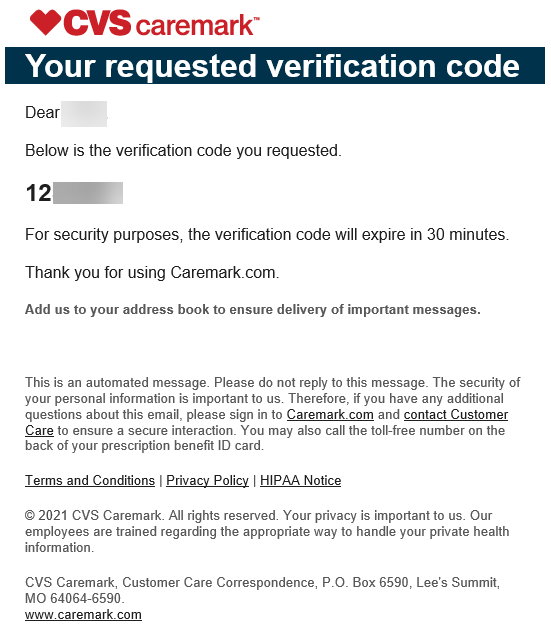
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| Participant Hold |

**Participant Hold Example:**



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| Multifactor Verification Code Request |

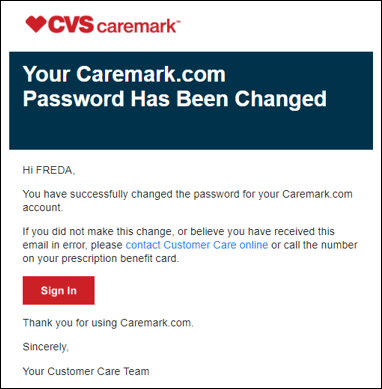
**Multifactor Verification Code Request Example:**



[Top of the Document](#_top)

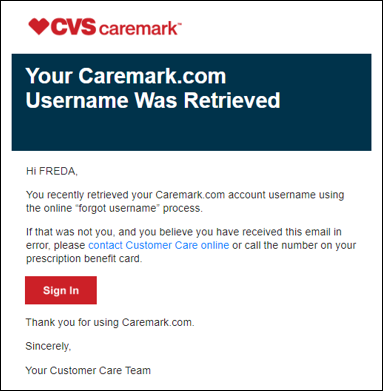
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| Password Changed (Forgot Password) |

**Password Changed Example:**



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| Username Retrieved (Forgot Username) |

**Username Retrieved Example:**

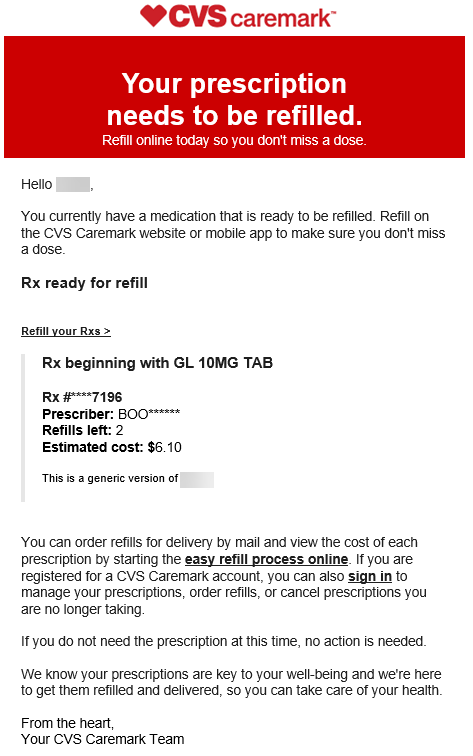


[Top of the Document](#_top)

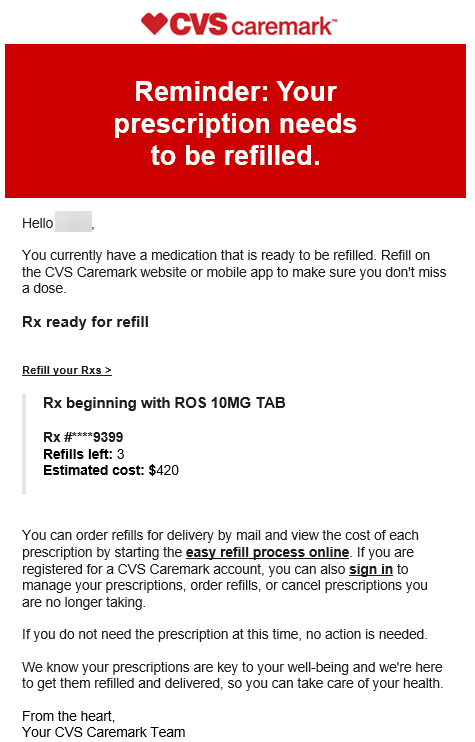
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| Refill Available Alert |

**Refill Available Alert Examples:**

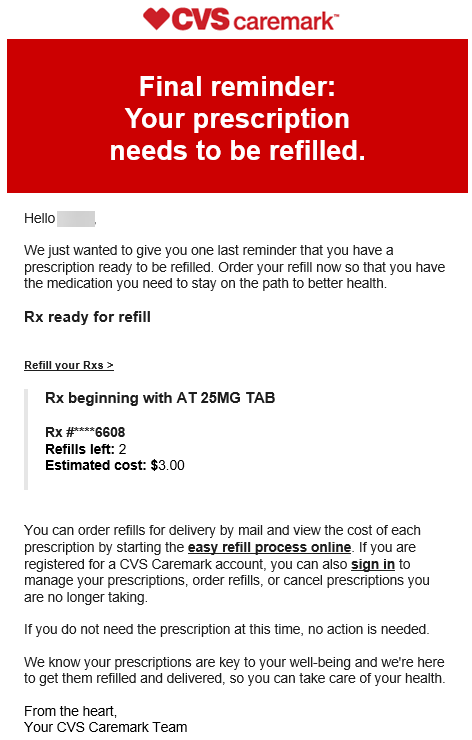
**Refill Available – Initial Alert**



**Refill Available / Reminder Alert**



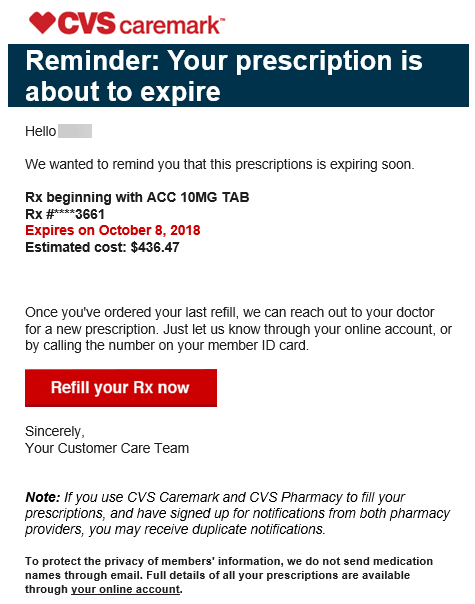
**Refill Available – Final Alert**



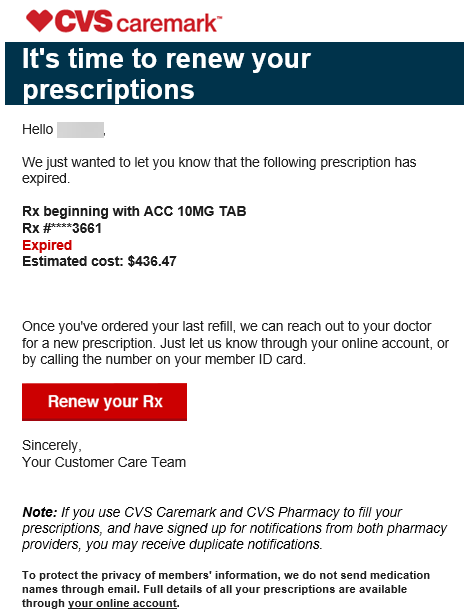
[Top of the Document](#_top)

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| Prescription about to Expire / Expired-Renew Rx |

**Prescription about to Expire**



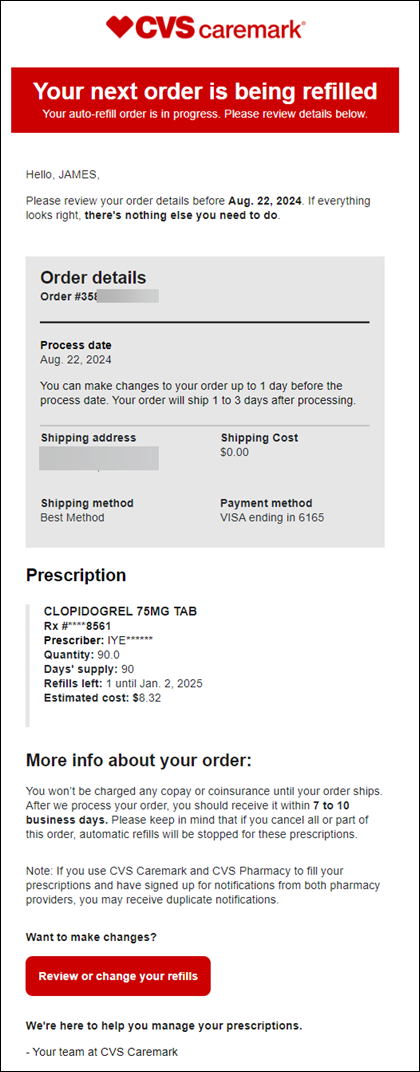
**Prescription Expired – Renew Rx**



[Top of the Document](#_top)

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| Automatic Refill In Progress |

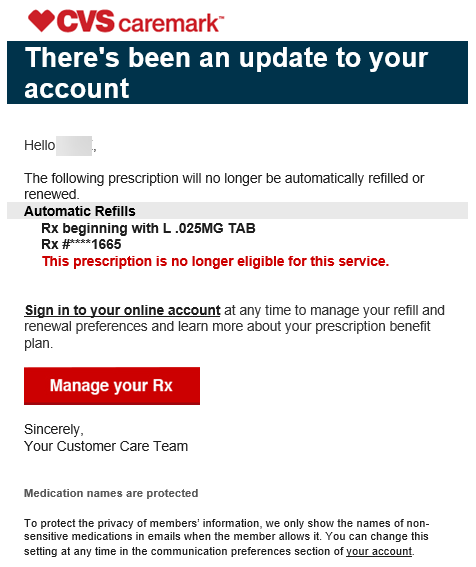
**Automatic Refill In Progress Example:**



[Top of the Document](#_top)

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| Prescription Removed from Auto Refill/Renewal |

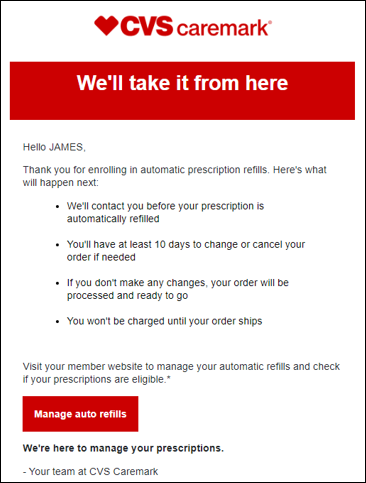
**Rx Removed from Automatic Refill/Renewal Example:**



[Top of the Document](#_top)

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| Enrolling in Automatic Refills |

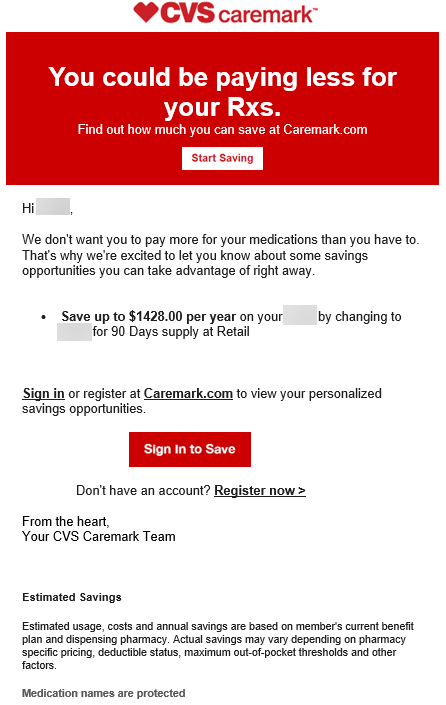
**Enrolling in Automatic Refill Example:**



[Top of the Document](#_top)

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| Rx Savings Opportunities |

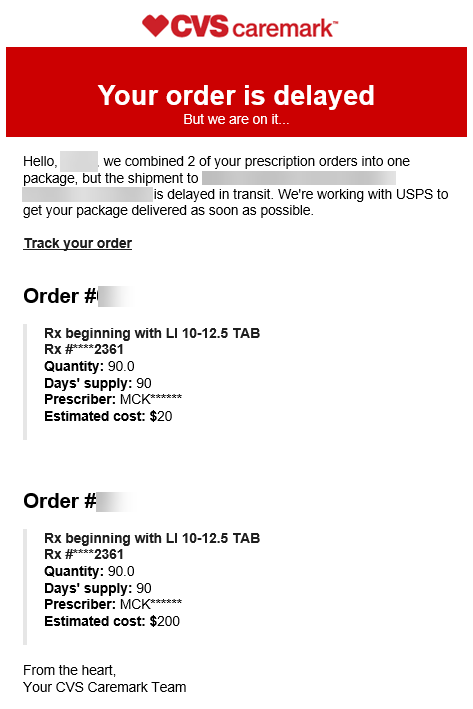
**Rx Savings Opportunities Example:**



[Top of the Document](#_top)

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| Shipping Delay Confirmation |

**Shipping Delay Confirmation Example:**

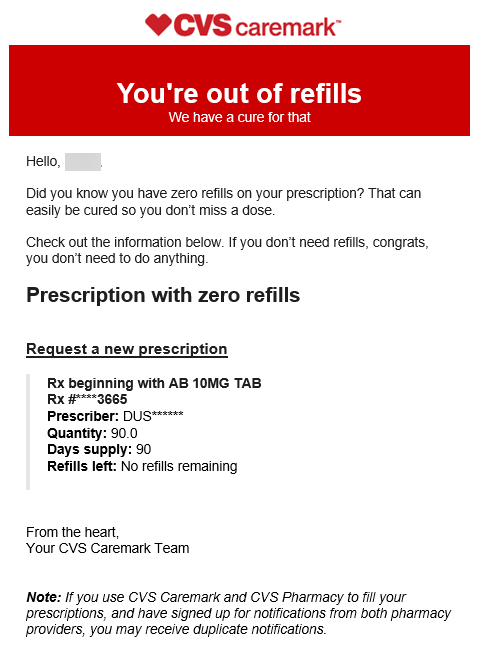


[Top of the Document](#_top)

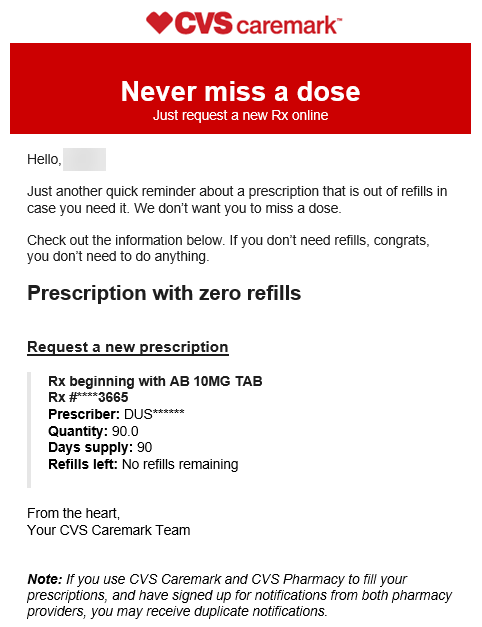
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| Zero Refills Remain |

**Zero Refills Remain Examples:**

**Zero Refills – Initial Alert**



**Zero Refills – Reminder Alert**



[Top of the Document](#_top)

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| Related Document |

**Parent Document:** [Caremark.com - CMP Alert Messages Sent via Secure Message, Email, and Text (1 Way and 2 Way SMS)](file:///C:\Users\ABuccilli\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\2PO53Y4H\CMS-PRD1-071518)

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