# **Caremark.com - HIPAA Disclosures & Privacy Issues Website**

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| **Scenario/Member Statements** |

I am seeing prescriptions that are not mine, what should I do?

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| **Reporting HIPAA & Privacy Issues** |

If the member is reporting privacy issues on Caremark.com, Customer Care Representatives will be required to submit a [Radar Incident](https://app.radarfirst.com/incidents/new/?token=9f15fcd7-8efa-445c-9ac3-4d9ba3269e52#/guest-form).

* If a Web Error Form is submitted for a privacy issue, you will be directed to submit Radar Incident.
*  Do **NOT** submit a case for fraud **OR** advise the member this could be fraud.
* For instructions on filling out the Radar incident, refer to the Radar Quick Reference Guide.
* Contact Senior Team if assistance is needed.

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| **Related Documents** |

[Caremark.com - Common Member Assistance Call Types Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=947b0b38-401d-4b18-a08e-60348558a9b9)

**Full Details Document:** [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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