

Getting to know Caremark.com

October 2020

 **CVS**Health.®



Purpose

The information contained within is intended to provide information and usage tips for Caremark.com. It is not a definitive or comprehensive guide.

The pages and functionality shown are applicable to commercial plan members and Medicare Part D beneficiaries and are current as of October 2020. However, we make updates to the website on a monthly basis, so the live site experience could be different than what is shown.

Any questions should be directed to CVS Caremark Customer Care.

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted. Please see the disclaimer page at the end of this presentation for more information.

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Carmark.com landing page

The screenshot shows the CVS Caremark landing page. At the top right, there are links for 'Print Plan Forms', 'Help', 'Español', and 'Change Text Size' with three size options (A, A, A). Below these are three quick links: 'Check Drug Cost & Coverage', 'Pharmacy Locator', and 'Order Status' with a red notification bubble containing the number '2'. The main header features the 'CVS/caremark' logo. The central content area has the headline 'Your Benefits. Delivered With Care.' followed by a paragraph about prescription benefits and a 'Sign Up Now' link. On the right side, there is a 'Member Sign In' box with fields for 'Username' and 'Remember me', a 'Sign In' button, and links for 'Forgot your username?', 'Forgot your password?', and 'New to Caremark.com? Register Now'. A red banner at the bottom of the main content area is titled 'Refill Mail Service Rx' and 'No sign in Required'. It contains a form with a date of birth field (mm / dd / yyyy), an Rx# field (Must be 9-Digits Long), and a 'Next >' button. A red notification bubble with the number '2' is next to the Rx# field. At the bottom of the page, there are three sections with icons: 'New to Caremark.com?', 'Check Out Our Redesigned', and 'Email Notifications'.

1. Quick links allow registered members to access key tools without logging in. These vary based on member behavior.
2. The easy refill banner allows members to request a mail service refill without registering or logging in.

Alternative landing page for returning members

1. Quick links allow registered members to access key tools without logging in. These vary based on member behavior.
2. The easy refill banner allows members to request a mail service refill without registering or logging in.

Print Plan Forms | Help | Español | Change Text Size A A A

CVS caremark

1

Check Drug Cost & Coverage | Locate Nearby Pharmacy

Welcome to CVS Caremark

Get started now to unlock access to your pharmacy benefits on Caremark.com

- Manage prescriptions
- Order status
- Costs & coverage
- Savings opportunities

[Register now](#)

Already have an account?

Username

Password

[Remember my username](#)

[Sign In](#)

Trouble signing in?

[I forgot my username](#) | [I forgot my password](#)

2

Need refills?

Quick, easy, secure.

Date of birth

MMDYYYY

Mail service Rx#

A 9-digit number from a CVSCaremark prescription.

[Where is my mail service Rx#?](#)

[Refill](#)

Easy refill: review order page

✓ 2 3
Enter Review Submit

Add more prescriptions or check out: 4 prescriptions selected

Member's Date of Birth: 01/01/1975

Prescription	Rx#	Qty/Supply	Estimated Cost
<input checked="" type="checkbox"/> Li***** 50mg Tab	Rx# *****6789	Qty 5/5 days supply	\$15.00

Additional prescriptions due for refill [?](#)

<input checked="" type="checkbox"/> Pr***** 40mg Tab	Rx# *****8912	Qty 5/5 days supply	\$25.00
<input type="checkbox"/> Zo***** 60mg Tab	Rx# *****7518	Qty 5/5 days supply	\$15.00
<input type="checkbox"/> Ri***** 20mg Tab	Rx# *****3245	Qty 5/5 days supply	\$20.00

Additional expired or zero-refill prescriptions for renewal [?](#)
If the doctor listed here is no longer accurate, please sign in to add your new doctor.

<input checked="" type="checkbox"/> Jo***** 30mg Tab	Rx# *****6789	Dr. Sm**** will determine	\$15.00
<input checked="" type="checkbox"/> Ho***** 20mg Tab	Rx# *****4757	Dr. Ol**** will determine	\$15.00

Select All

Estimated Total Drug Cost \$70.00

4 prescriptions selected**Go to Checkout**

Estimated usage, costs and savings are calculated through current plan year or the end of current calendar year.
Actual savings may vary depending on plan structure, deductibles, previous payments, future claims and prior authorizations.

Throughout the Easy Refill process, all protected health information (PHI) is redacted (except what the member just entered) for privacy and security.

How to register on Caremark.com

Members can register in any of the following ways:

1. With a current prescription number
2. With a member ID
3. Without a member ID or prescription number

The screenshot shows the CVS Caremark registration page. At the top left is the CVS Caremark logo. At the top right is a red 'Sign In' button. Below the logo is the heading 'Register for an account' followed by a privacy notice and a 'Read more' link. Underneath is the section 'My registration choices' with two radio button options: 'Prescription number (Mail Rx #)' (selected) and 'Member ID'. A red 'Continue' button is below these options. At the bottom of the registration section is the text 'Don't have either of these?' followed by a red link 'Proceed to enter all your info. >'. On the right side of the page, there is a 'Registration help' link with a headset icon. Three pink circular callouts with numbers 1, 2, and 3 are overlaid on the page: callout 1 points to the 'Prescription number' radio button, callout 2 points to the 'Member ID' radio button, and callout 3 points to the 'Proceed to enter all your info.' link.

Registration with a prescription number

1 — **2**

Registration - Step 1 of 2: Enter information
All fields are required, except for those marked optional.

Choose an option

Prescription number (Mail Rx #) ▾

Mail service Rx#

1

The 9-digit number must be from a CVS Caremark® prescription. You'll find it on the Rx bottle, tube, jar, or invoice. Enter the numbers only.

2 ▶ **How to locate the mail service Rx number**

Date of birth

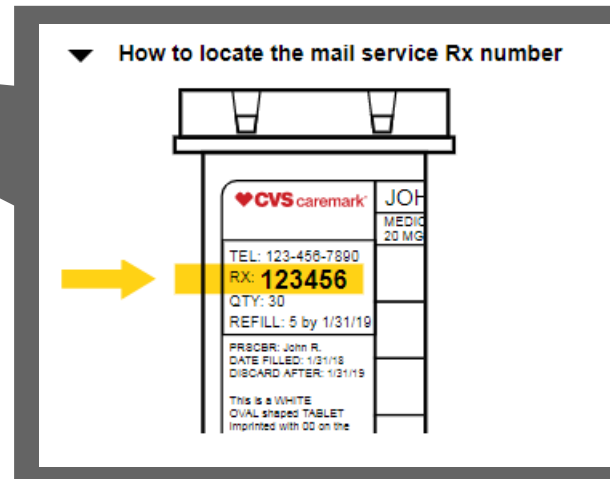
3

MMDDYYYY

4

Continue

1. Enter the prescription number from a prescription filled by CVS Caremark mail service pharmacy.
2. For help finding the number, click the arrow by 'How to locate the mail service Rx number.'
3. Enter the member's date of birth.
4. Click 'Continue.'



Registration with a member ID

1 — **2**

Registration - Step 1 of 2: Enter information
All fields are required, except for those marked optional.

Choose an option

Member ID ▾

Member ID

1

Enter only letters and/or numbers

2 ▶ How to locate member ID

First name **Last name**

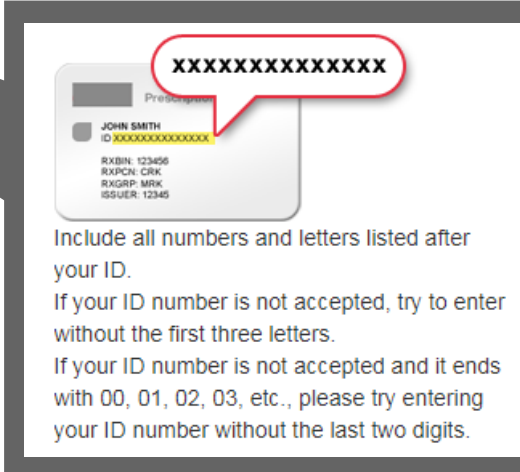
Enter your full first name, not a nickname. Enter your full last name.

Date of birth

MMDDYYYY

5 **Continue**

1. Enter the member number from the CVS Caremark or combined medical/prescription ID card.
2. For help finding the number, click the arrow by 'How to locate member ID.'
3. Enter the member's first name and last name as it appears on the ID card.
4. Enter the member's date of birth.
5. Click 'Continue.'



XXXXXXXXXXXXXXXXX

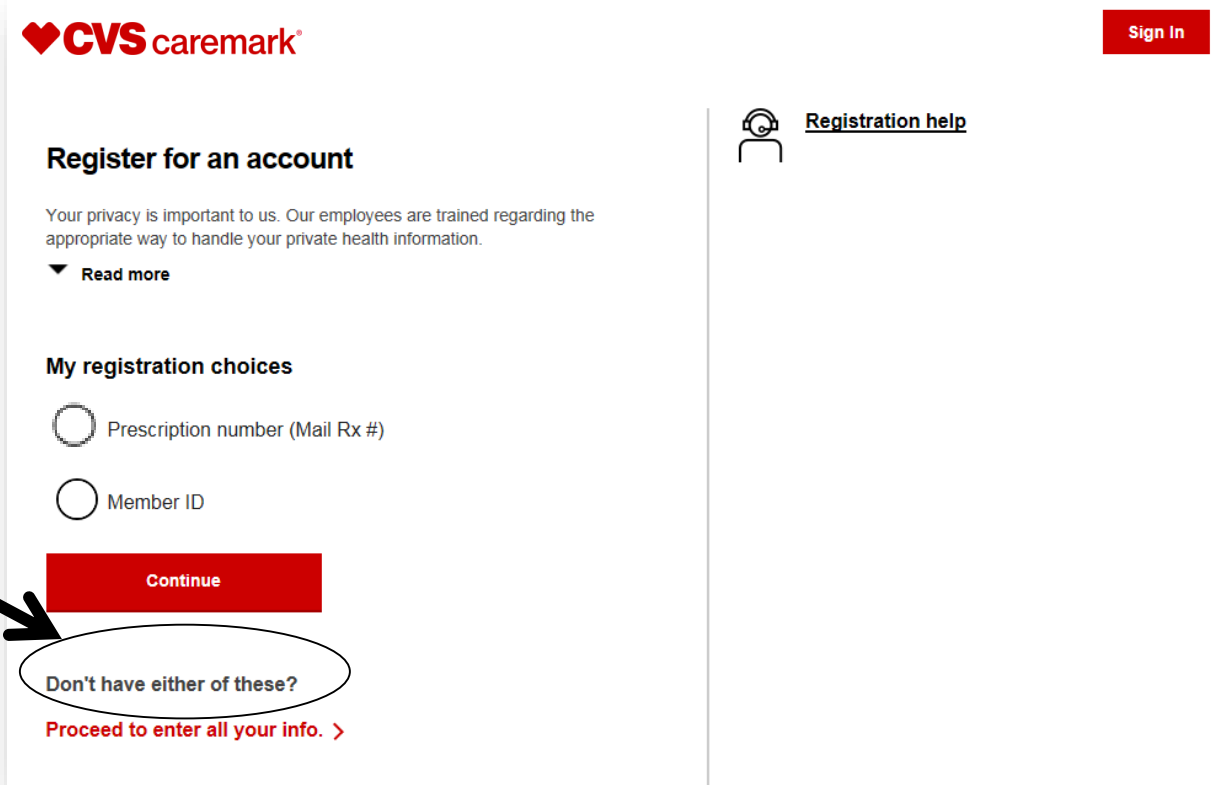
JOHN SMITH
ID XXXXXXXXXXXXXXXX

RXBIN: 123456
RXPCN: CRK
RXGRP: MKK
ISSUER: 12345

Include all numbers and letters listed after your ID.
If your ID number is not accepted, try to enter without the first three letters.
If your ID number is not accepted and it ends with 00, 01, 02, 03, etc., please try entering your ID number without the last two digits.

Registration without a prescription number or member ID

The member can choose 'Don't have either of these?' if they need to register without a prescription number or member ID



The screenshot shows the CVS Caremark registration interface. At the top left is the CVS Caremark logo. At the top right is a red 'Sign In' button. Below the logo is the heading 'Register for an account' followed by a privacy notice and a 'Read more' link. Under 'My registration choices', there are two radio button options: 'Prescription number (Mail Rx #)' and 'Member ID'. Below these is a red 'Continue' button. At the bottom, the option 'Don't have either of these?' is circled in black, with a black arrow pointing to it from the left. Below this option is a red link that says 'Proceed to enter all your info. >'. On the right side of the page, there is a 'Registration help' link with a headset icon.

Registration without a prescription number or member ID

CVS caremark®

1 — 2 — 3

Registration - Step 1 of 3: Enter information
All fields are required, except for those marked optional.

Choose an option

Have no ID

First name **Last name**

First name Last name

Enter your full first name, not a nickname. Enter your full last name.

Date of birth

MM/DD/YYYY

MM/DD/YYYY

Street address

Street address

(Avoid using &, <, or >.)

Street address 2 (optional)

Street address

(Avoid using &, <, or >.)

ZIP code

ZIP code

Gender:

Female

Male

Continue

Without a prescription or member number, the member will need to enter some basic demographic information.

This information must match our member eligibility records.

Registration without a prescription number or member ID

After entering their demographic information, the member is asked three questions that were designed by a third-party company to confirm the member's identity. Sample questions include:

- In what state was your Social Security number issued?
- Which of the following was a previous phone number?

Correctly answering these questions, together with the personal information previously entered, confirms the member's identity.

CVS caremark

1 2 3

Registration - Step 2: Validate
We take your privacy seriously, so we ask a third party to help us confirm your identity before you register. Please answer the following questions.
You may try again [with ID](#)

In what STATE was your SOCIAL SECURITY NUMBER issued?

NH

TN

TX

RI

NONE OF THE ABOVE

Which of the following PROPERTIES have you PREVIOUSLY or CURRENTLY owned?

3134 GLENN RD

3191 HENSLOWE WALK

1951 KINGSTON LN W

9046 FOXCROFT CENTER CTR

NONE OF THE ABOVE

Which of the following is/was your PHONE NUMBER?

631-9895

290-1189

577-8233

331-5721

NONE OF THE ABOVE

Continue

Completing registration

CVS caremark

1 — 2

Registration Step 2 of 2: Setup Profile

All fields are required, except for those marked optional.

For: [redacted] ✓ (verified)

Email Address

[Text input field]

Please enter a valid email address

▶ **What we do with your email address**

Password

[Text input field] **SHOW**

[Text input field] **SHOW**

Must contain 8 characters, at least 1 uppercase letter, 1 lowercase letter and 1 number

Confirm Password

[Text input field] **SHOW**

Must contain 8 characters, at least 1 uppercase letter, 1 lowercase letter and 1 number

Security Question 1

What is your mother's maiden name? ▼

Security answer

[Text input field]

Must contain at least 3 characters, and not match your username or password

Security Question 2

What is the name of your college? ▼

Security answer

[Text input field]

Must contain at least 3 characters, and not match your username or password

Yes, I want to receive text notifications **2**

I want to opt in for paperless documents available to me.

▶ **What are paperless options?**

I agree to the **Terms & Conditions** **3**

Register

1. In Step 2, the member simply enters their email address, creates a password and sets a couple of security questions that will be used to verify their identity should they ever have to reset their password.
2. The member can also choose to opt in to receive text notifications instead of email and choose paperless options.
3. Clicking the box to agree to the Terms & Conditions and clicking 'Register' completes the process.

More information about registration opt ins

Opting in to text alerts



Yes, I want to receive text notifications

Mobile Phone

(Optional) By checking this box, I agree to receive messages from or on behalf of CVS Caremark about my prescriptions, health and plan information, and marketing opportunities at this phone number. Your consent is not a condition of purchase and you may revoke your consent or change your alert settings at any time. Your carrier's message and data rates apply.

Opting in to the paperless option



What are paperless options?

Certain documents may be available to you digitally. You'll be notified via email when a new document has been posted, or a new kind of digital document is available to you.

Depending on your plan configuration and personal activity, paperless documents will include Medication Guides (FDA-approved information about safe and effective use of a drug), and may also include Explanation of Benefit (EOB) statements (summary of monthly prescription activity), plan information or other documents.

Here are a few benefits of digital documents:

- Secure, immediate, and always available in your password-protected Caremark.com account.
- Organized and sortable, with up to 36 months of documents
- Reduced clutter and waste. View and download only what you need.

Once you complete your registration, you can visit the CVS Caremark member preference center to see which documents are available, and change back to paper documents at any time. Please note that it may take up to two months for changes between digital and mailed documents to be effective.

Logged in home page dashboard

The screenshot shows the CVS Caremark home page dashboard. At the top, there are navigation links for Home, Prescriptions, Plan & Benefits, and Health Resources. A user greeting "Hello FirstName" is displayed. A red notification banner (1) states: "Drug recall: Losartan Potassium USP is being recalled by Legacy Pharmaceutical Packaging due to it having an unapproved ingredient." Below this is a "Your Tasks (5)" section (2) with items: "Ask your doctor to contact us" (order on hold), "Credit card [...] is about to expire", "Pay your balance", and "Order holds". The "5 Prescriptions are ready for refill" section (3) lists: FOLIC ACID 1 MG TABLET (3 refills left), XARELTO 20 MG TABLET (3 refills left, selected), FLUTICASONE PROPIONATE 50MCG SPRAY (3 refills left), RELPAX 20MG TABLET (3 refills left, selected), and TRETINOIN 0.01% GEL (0 refills left). A "Keep current with your account" section (4) shows a progress bar for the Individual Deductible at \$57.04 to go of a \$300 total. Other sections include "Add a new medication" and "Your Health Plan" details.

The home page dashboard brings the most important information to the forefront and allows the member to take action directly from this page.

It is personalized to the member, with only relevant modules displaying:

1. Important messages
2. 'Your Tasks' contains items that need the member's attention to avoid disruptions. Including:
 - Rx/order on hold awaiting response from doctor
 - Order on hold awaiting payment information
 - Pay outstanding balance
3. Prescriptions ready for refill, including our retail, mail and specialty prescriptions.
4. Variable calls to action or informational modules, based on what is most relevant to the member.

Additional homepage dashboard modules

Three levels of important messages

The screenshot shows the CVS Caremark dashboard header with navigation links: Home, Prescriptions, Plan & Benefits, and Health Resources. A 'PREVIEW' badge is visible in the top right corner. Below the navigation is a welcome message: 'Welcome to your dashboard, Pearl.' with a 'Go to full site' link. The main content area features three message cards:

- Critical Message Example:** Indicated by a red triangle icon. Text: 'This is a critical message. should be used for correctable user mistakes that block progress (e.g., form field errors) or system errors that prevent users from accomplishing their task. This is a critical message. should be used for correctable user mistakes that block progress (e.g., form field errors) or system errors that prevent users from accomplishing their task.' Includes a 'Communication Preferences' link and a 'Show less' button.
- Warning Message Example:** Indicated by a yellow circle icon. Text: 'This is a warning message. should be used to highlight things that have a current or future negative impact. They may'. Includes a 'Show more' button.
- Short message example:** Indicated by a blue circle icon. Text: 'This is a short message, should only be one line.' Includes an 'Order Status' link.

Order status for the past 30 days

The screenshot shows the 'Recent Orders / Prescriptions' section with a 'View all orders' link. The text reads: 'Prescription orders in the past 30 days'. It lists two users:

- John's prescriptions:** Includes an 'On hold' button, a 'Mail order #' (blurred), and a 'Release hold' link. The list of medications includes GILENYA 0.5MG CAPS, LANTUS 100 UNITS/ML VIAL, and SIMVASTATIN 20 MG TABLET.
- Mary's prescriptions:** Includes an 'On hold' button, a 'Mail order #' (blurred), and a 'Release hold' link. The medication listed is AMOXICILLIN 250MG/5ML SUSPENSION.

Below the Mary's prescriptions, there is an 'In process' button and a 'Store pick up' section with a blurred address: 'Lorem Ipsum Ave, 13th floor, Suite 1319' and the medication ABILIFY 1MG/ML SOLUTION.

Alternate homepage dashboard content

Newly registered member

The screenshot shows the CVS Caremark homepage for a newly registered member. At the top, there is a navigation bar with the CVS Caremark logo on the left and three utility icons: Message Center, Check Drug Cost & Coverage, and Pharmacy Locator. Below the navigation bar is a main header with a large red heart graphic containing an illustration of a person with a dog. The main heading reads "Welcome to CVS Caremark®, Verylongname!". Below this, a paragraph explains the dashboard's purpose: "You can refill your RX's, check your order's status see your heath plan deductibles on this dashboard. Once you are actively using this site, we will also call out any urgent tasks that you need to take care of. Also includes an explanation of what Caremark is and why you're here lorem ipsum dolor sit amet." Below the welcome message is a section titled "I am here, what next?" with a sub-header "You can start by completing your information that would make your caremark experience smoother. You can also see your prescription list, order refills or view recent orders below." This section contains four actionable items, each with an icon and a right-pointing chevron: "Start mail service/request a new prescription" (with a mail service icon), "Set up your profile" (with a profile icon), "Notifications and alerts" (with a notification icon), and "Choose a favorite pharmacy" (with a pharmacy icon). Each item has a brief description of the action. A "PREVIEW" label is visible in the top right corner of the dashboard.

CVS caremark® Message Center Check Drug Cost & Coverage Pharmacy Locator

Home Prescriptions Plan & Benefits Health Resources

Welcome to CVS Caremark®, Verylongname!

You can refill your RX's, check your order's status see your heath plan deductibles on this dashboard. Once you are actively using this site, we will also call out any urgent tasks that you need to take care of. Also includes an explanation of what Caremark is and why you're here lorem ipsum dolor sit amet.

I am here, what next?

You can start by completing your information that would make your caremark experience smoother. You can also see your prescription list, order refills or view recent orders below.

- Start mail service/request a new prescription >**
We saw you currently aren't enrolled into our mail service. Having your medications delivered saves time, money and provides peace of mind. Ask your doctor to call, fax e-prescribe prescriptions for mail service. Or, here's a de-emphasized option for user to [print a mail service form](#).
- Set up your profile >**
Add billing, shipping and contact information and set up family access.
- Notifications and alerts >**
Magna dolore consequat, ver tincidunt aliquam evra lorem ipsum lorem ipsum dolor sit amet.
- Choose a favorite pharmacy >**
Consectuer sed diam elit aliquam, lorem ipsum magna dolore.

PREVIEW

Member whose benefits have termed

The screenshot shows the CVS Caremark homepage for a member whose benefits have terminated. The layout is similar to the newly registered member page, but the main heading reads "Hello, Firstname. Your benefits aren't active right now." Below this, a paragraph states: "Welcome back to CVS Caremark®. The prescription benefits plan associated with this account ended on <MM/DD/YYYY>." Below this message is a section titled "We saved your prescription history." with a calendar icon. The text says: "For your convenience, we saved the prescription details and financial summary that were part of your plan." and includes a link: "Go to the Rx history and financial summary page >". Below this are three sections for prescription management, each with an icon and a right-pointing chevron: "CVS Pharmacy® prescriptions" (with a pharmacy icon), "CVS Specialty® prescriptions" (with a specialty icon), and "Medicare Part D beneficiaries" (with a Medicare icon). Each section has a brief description of the service. A final link with a phone icon says: "If you need further assistance, call Customer Care at the number listed on your prescription ID card." A "PREVIEW" label is visible in the top right corner of the dashboard.

CVS caremark® Message Center Check Drug Cost & Coverage Pharmacy Locator

Home Prescriptions Plan & Benefits Health Resources

Hello, Firstname. Your benefits aren't active right now.

Welcome back to CVS Caremark®. The prescription benefits plan associated with this account ended on <MM/DD/YYYY>.

We saved your prescription history.

For your convenience, we saved the prescription details and financial summary that were part of your plan.

[Go to the Rx history and financial summary page >](#)

- CVS Pharmacy® prescriptions**
You can view and manage CVS Pharmacy prescriptions at [CVS.com](#) or through the [CVS Pharmacy app](#).
- CVS Specialty® prescriptions**
You can view and manage CVS Specialty prescriptions at [CVSspecialty.com](#) or through the [CVS Specialty app](#).
- Medicare Part D beneficiaries**
If you're looking for your Medicare Part D explanation of benefits (EOB), [view your statements](#).

If you need further assistance, call Customer Care at the number listed on your prescription ID card.

PREVIEW

Order status page

The order status page displays the status of our retail, mail and specialty pharmacy orders.

1. Orders for the past 18-36 months are available, depending on the member history.
2. The order can be cancelled, and shipping address and scheduled fill date can be changed for those prescriptions with a “Future Fill” status.
3. Order FAQs help answer general questions without a phone call.

The screenshot shows the 'Your Orders' section of the CVS Health website. At the top, there is a navigation bar with 'Home', 'Prescriptions', 'Plan & Benefits', and 'Health Resources'. Below this, a breadcrumb trail reads 'Home > Prescriptions > View Order Status'. The main heading is 'Your Orders', followed by a sub-heading: 'Prescription orders placed recently are shown here. Check below for current order status or for details of those already fulfilled.' A date range selector shows 'Nov 17, 2018 - May 17, 2019' with a dropdown arrow, highlighted by a red circle with the number '1'. To the right of the date range are two buttons: 'List Options' and 'Print or download'. Below the date range, a dropdown arrow indicates 'May 27, 2019'. The main content area displays details for a prescription: 'ESCITALOPRAM OXALATE 20MG TABLET'. It includes fields for 'FOR', 'RX #', 'FULFILLED BY' (CVS/caremark™), 'ESTIMATED COST' (\$0.00), and 'STATUS' (Future Fill). A 'Cancel This Refill' link is visible. A summary table shows 'Total Drug Cost', 'Shipping Charges', and 'Total Estimated Cost' (charged at checkout) all at \$0.00. A note at the bottom states: '*At the time of processing your refill, your total cost charged will include any current account balances.' To the right of the main content area, a red circle with the number '2' highlights a 'Change this Order' link. At the bottom of the page, a date range selector shows 'Apr 30, 2019', 'Apr 7, 2019', 'Mar 15, 2019', and 'Feb 20, 2019', with a red circle and the number '3' highlighting the 'Apr 30, 2019' date. On the right side, there is a 'Questions about your orders?' dropdown menu with options: 'Unrecognized order', 'Cost / Payment', 'Missing Orders / Prescriptions', 'Order Delay', and 'Order Status'. A 'Questions about your orders?' button is also located at the bottom right of the page.

View/refill all prescriptions page

The 'All Prescriptions' page displays details of all active and renewable prescriptions.

1. The member can see the information for minor family members automatically. Family members aged 18+ must give permission for their information to be displayed to other adult family members.
2. Our retail, mail service and specialty pharmacy orders for the past 18-36 months are available, depending on the member history.
3. The member can choose how to sort and filter the prescriptions displayed.

The screenshot shows the 'All Prescriptions' page with the following elements:

- Callout 1:** Points to the 'All' filter button.
- Callout 2:** Points to the search bar and the filter dropdown showing '5 prescriptions for ALL patients in the past 6 months'.
- Callout 3:** Points to the 'List Options' and 'Refill All' buttons.

The main content area displays a list of prescriptions:

Drug Name	FOR	PRESCRIBED BY	FULFILLED BY	LAST FILLED	REFILLS	Auto Refill ELIGIBLE	Actions
METFORMIN HCL 500MG TABLET		Donald	CVS/caremark™	02/01/2019	3	ELIGIBLE	Move to Archive Details History <input type="checkbox"/> Select
LEVOCETIRIZINE DIHYDROCHLOR 5MG TABLET		Donald	CVS/caremark™	02/01/2019	12		Move to Archive Details History <input type="checkbox"/> Select
METRONIDAZOL 500MG TAB		Donald	CVS/caremark™	04/11/2019	0		Move to Archive Details History In Process - To be filled on 04/10/2020
GLYBURIDE 5MG TABLET		Donald	CVS/caremark™	02/01/2019	0		Move to Archive Details History <input type="checkbox"/> Select Requires Renewal
HYDROXYZINE HCL 25MG TABLET		Donald	CVS/caremark™	02/01/2019	0		Move to Archive Details History Shipped on 02/04/2019

Manage automatic refills page

Home > Prescriptions > Manage Automatic Refills

Manage Automatic Refills

1 mail service prescriptions can be automatically refilled

Send my Rx to: [Change address >](#) 1

Payment method: [Change >](#) 2

Escitalopram oxalate 20mg tablet

Prescribed by [redacted] Days' supply 30

Auto Renew 3

In Process - To be filled on 05/27/2019

For those members who have automatic refill/renewal as a part of their benefit plan, they can manage the prescriptions in that program on this page.

1. Easily modify the shipping address for automatic refills.
2. Modify the payment method for prescriptions with a status of “Future Fill.”
3. Turn automatic refill/renew on or off for eligible prescriptions.

Financial summary page

The financial summary page displays all prescription claims information.

1. Prescription claims for the past 18-36 months are available, depending on the member history.
2. 'List Options' allows the member to filter the information on multiple parameters.
3. The 'Your total Rx spend' to date is listed for applicable family members.
4. Clicking the arrow expands the selection to display additional claim details.

The screenshot shows the 'Financial Summary' page with a navigation bar at the top containing 'Home', 'Prescriptions', 'Plan & Benefits', and 'Health Resources'. Below the navigation bar, the page title 'Financial Summary' is displayed. A sub-header reads: 'See total prescription costs for yourself and your family for budgeting and tax purposes. Use List Options to customize your view.'

Callout 1 points to the date range 'Nov. 20, 2018 - May. 20, 2019'. Callout 2 points to the 'List Options' button. Callout 3 points to the 'Your total Rx spend: \$0.00' section. Callout 4 points to the expandable arrow next to a prescription entry.

Below the date range, there is a bar chart showing a total spend of \$0.00. To the right, the text reads: 'Your total Rx spend: \$0.00 For year to date (November 20 - May 20, 2019)'. Below this, a 'TOTAL \$0.00' label is present.

The main content area lists prescription claims. The first entry is expanded, showing details for 'ESCITALOPRAM OXALATE 20MG TABLET'. The entry includes: 'Last Filled Apr. 30, 2019', 'TOTAL RX COST \$2.75', 'YOUR PLAN(S) PAID \$2.75', 'YOU PAID \$0.00', and 'FULFILLED BY CVS/caremark™'. A sub-section for 'Last Filled Apr. 07, 2019' shows identical cost breakdown. A second entry for 'ESCITALOPRAM OXALATE 20MG TABLET' is listed below with 'Last Filled 12/10/2018' and 'YOUR COST \$0.00'. A 'Print or download' button is located at the bottom right of the page.

Request a new prescription page

To initiate a new mail service prescription, the member enters the first three letters of the drug name, chooses the drug, form and strength from the search suggestions, and clicks 'Search.'

Results are displayed within the same interface as the Check Drug Cost and Coverage results on the next page.

Home Prescriptions Plan & Benefits Health Resources

Home > Plan & Benefits > Check Drug Cost & Coverage

Request a new prescription

To request a new prescription, please search for a drug below.

If you want to renew or refill an existing prescription, select "Request a previously filled prescription."

[Search for a drug](#) | [Past searches](#) | [Request a previously filled prescription](#)

Drug name search

Enter drug name

Patient
[Redacted]

Primary Pharmacy
CVS Pharmacy 07648
8559 Us Highway 42
Florence, KY 41042
(859) 283-5362
[Change my pharmacy](#)

Estimated usage, costs and savings are calculated through the current benefit plan year or the end of current calendar year.

Please note: If your plan allows it, we may replace brand-name drugs with generic equivalents without notice. Please notify your prescriber if you would prefer to avoid generic substitutions.

Check drug coverage and cost results page

The Check Drug Cost tool is the easiest way for members to determine the cost and coverage of a drug.

1. The search parameters can be changed easily. ([Page 26](#))
2. Results include mail service and retail pharmacy costs.
3. The “Your best value” option is highlighted.
4. The cost shown considers whether or not the member is still in the deductible phase, if applicable.
5. Clicking “See cost details” displays the cost details modal. ([Next page](#))
6. Clicking on “Request a New Prescription” adds the request to the shopping cart.
7. No price is displayed for drugs not covered by the member’s plan.
8. Any restrictions or other coverage notes are prominently displayed.
9. Up to five therapeutic alternatives from the member’s plan formulary are displayed. The lowest cost option is included in the search results.

Check Drug Cost

Price varies by location.
Your plan coverage and costs for the searched drug, as well as for applicable generic equivalents and therapeutic alternatives, are shown below.

You searched for: **Lipitor 10mg Tablet** [New Search](#) [Print these search results](#)

Patient	Pharmacy	Dosage	Edit this information
[Redacted]	CVS Pharmacy 07648 8559 Us Highway 42 Florence, KY 41042 (859) 283-6382	Most common dosage	

Mail: common dosage Store pickup: 90-day dosage Store pickup: common dosage Drug cost and availability varies by delivery method

Best Value

Brand **Lipitor 10mg Tablet**

90-day supply
 Mail service
90 tablets

Be advised
Not Covered
Ask your doctor about alternatives.
[See less >](#)

Drug not covered
See details below
Talk to your doctor about requesting this prescription
Online ordering unavailable

Your Best Value

Generic **Atorvastatin Calcium 10mg Tablet**

90-day supply
 Mail service
90 tablets

\$0.00
for 3 months
(\$0.00 per month)
You pay 0% of the cost.
Your Plan pays \$8.73 per 3 months
[See cost details](#)

Request a New Prescription

Therapeutic alternative **Lovastatin 40mg Tab (40mg Oral Tablet)**

90-day supply
 Mail service
90 tablets


\$0.00
for 3 months
(\$0.00 per month)
Talk to your doctor about requesting this prescription
Online ordering unavailable

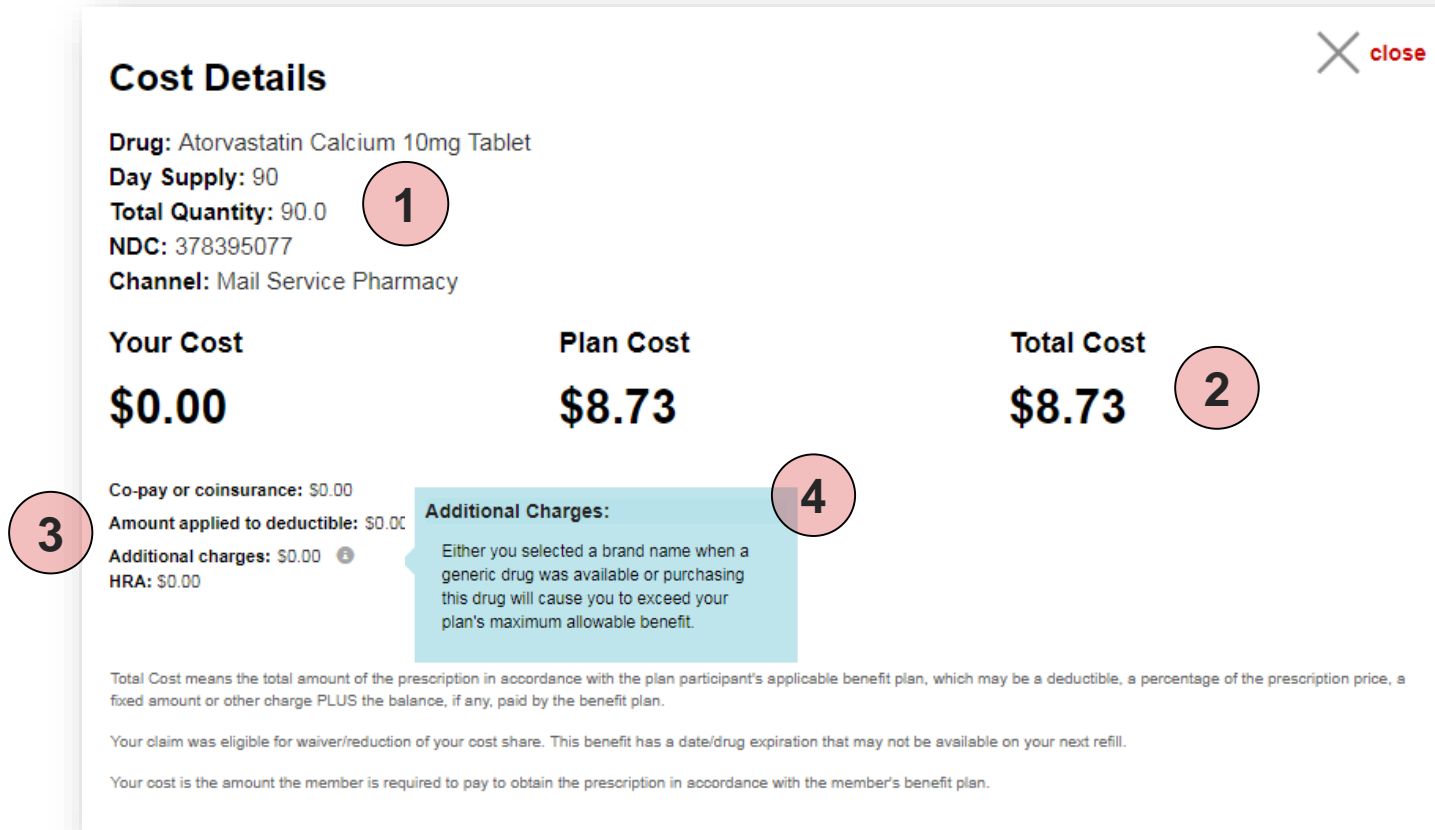
[Show 3 additional therapeutic alternatives](#)

Prices may vary between mail service and CVS Pharmacy due to dispensing factors, such as applicable local or use taxes.

Check drug coverage and cost results page: Cost Details modal

The Cost Details modal breaks out the total cost of the drug priced:


1. The name, day's supply, quantity, NDC# and type of pharmacy
2. Your Cost + Plan Cost = Total Cost
3. Additional breakout of 'Your Cost'
4. Clicking on the  explains 'Additional Charges.' Dispense as written (DAW) penalties, if applicable, are included here.



Cost Details close

Drug: Atorvastatin Calcium 10mg Tablet
Day Supply: 90 **1**
Total Quantity: 90.0
NDC: 378395077
Channel: Mail Service Pharmacy

Your Cost	Plan Cost	Total Cost
\$0.00	\$8.73	\$8.73 2

3 Co-pay or coinsurance: \$0.00
Amount applied to deductible: \$0.00
Additional charges: \$0.00 
HRA: \$0.00

4 **Additional Charges:**
Either you selected a brand name when a generic drug was available or purchasing this drug will cause you to exceed your plan's maximum allowable benefit.

Total Cost means the total amount of the prescription in accordance with the plan participant's applicable benefit plan, which may be a deductible, a percentage of the prescription price, a fixed amount or other charge PLUS the balance, if any, paid by the benefit plan.

Your claim was eligible for waiver/reduction of your cost share. This benefit has a date/drug expiration that may not be available on your next refill.

Your cost is the amount the member is required to pay to obtain the prescription in accordance with the member's benefit plan.

Check drug coverage and cost results page: edit search criteria

Home > Plan & Benefits > Check Drug Cost & Coverage

The screenshot shows a web interface for checking drug coverage and cost. The main content area displays the drug name "Lipitor 20mg Tablet" and an "Update" button. Below the drug name, there are three sections: "Patient" with a dropdown menu, "Pharmacy" with the text "CVS/Pharmacy 208 W Washington St Chicago, IL 60808 Change Pharmacy", and "Dosage" with the text "Most Common Edit dosage". A red arrow points from the "Edit dosage" link to a dialog box titled "How often would you like to take this medication". The dialog box has a close button (X) in the top right corner. It contains two radio button options: "Use the most common amount and frequency" and "Use the amount and frequency". Below these options, there is a form for specifying the dosage: "I would take [input] pill(s) every [Select]". There is also an optional field for "How many days' supply? (optional) [input]". At the bottom of the dialog, there are "Update" and "Cancel" buttons.

Check drug coverage and cost results page: compare pharmacies

Choosing to check the price at another pharmacy, on the 'Store Pick-Up' tab, displays this view.

The retail pricing is based on the CVS Caremark negotiated price. Coupons, promotions and other discounts are not considered.

The screenshot displays a web interface for comparing drug prices across different pharmacies. It features a header with a 'Be advised' warning and a 'See less' link. Below this, there are two main sections for drug listings. Each listing includes the drug name, dosage, and form, a '30-day supply' icon, and a 'Store pickup' icon. The first listing is for Lipitor 10mg Tablet, priced at \$109.06 for 1 month. The second listing is for Atorvastatin Calcium 10mg Tablet, priced at \$7.50 for 1 month. Both listings include a 'Be advised' warning and a 'See less' link. The interface also shows the pharmacy name and address for each listing, and a 'Talk to your doctor' button. The overall layout is clean and organized, with a clear focus on the drug name, price, and pharmacy information.

30-day supply
Store pickup
30 tablets

Generx Pharmacy
429 E Boundary St
Chapin, SC
(803) 345-0708
[Edit](#)

Be advised
[See less >](#)

Talk to your doctor about requesting this prescription
Online ordering unavailable

Additional pharmacy: Kroger Sav-on 14413, 800 Loveland Madeira Rd, Loveland, OH ✕

Brand ⓘ
Lipitor 10mg Tablet ⓘ

30-day supply
Store pickup
30 tablets

Kroger Sav-on 14413
800 Loveland Madeira Rd
Loveland, OH
(513) 677-3400

\$109.06
for 1 month
[See cost details](#)

Be advised
[See less >](#)

Talk to your doctor about requesting this prescription
Online ordering unavailable

Generic ⓘ
Atorvastatin Calcium 10mg Tablet ⓘ

30-day supply
Store pickup
30 tablets

Kroger Sav-on 14413

\$7.50
for 1 month
[See cost details](#)

Be advised
[See less >](#)

Talk to your doctor about requesting this prescription
Online ordering unavailable


Shopping cart: review order

Review Order

Take a moment to review store and delivery information. If you'd like to add a prescription to your order, you'll find a full list in [View All Prescriptions](#)

8 prescription(s) Cancel Order Submit Refills

If your medical conditions or allergies have changed, please [update your medical profile](#).

 I want to pick these up at **CVS PHARMACY 08946 - 4186 ROUTE 83, LONG GROVE, IL 60047** 1 Change Store & Date/Time ✓
Will be ready on **Wed., March 1, At 6PM.** | Payment is due at pickup

FOR	FULFILLED BY	ESTIMATED COST	PRESCRIBER	
K	CVS/pharmacy®	\$80.00	[REDACTED]	<input type="checkbox"/> Remove Change Store
<input type="checkbox"/> Enroll in Automatic Refill and/or Automatic Renewal 2				
FOR	FULFILLED BY	ESTIMATED COST	PRESCRIBER	
K	CVS/pharmacy®	\$10.00	[REDACTED]	<input type="checkbox"/> Remove Change Store Change to Mail 3

Our retail, mail and specialty pharmacy prescriptions can be refilled in one cart.

1. For retail prescriptions, the member can choose the CVS Pharmacy store, date and time to pick up retail refills.
2. If auto-refill/renew is a part of the benefit plan, the member can enroll an eligible prescription from the shopping cart.
3. Eligible CVS Pharmacy retail prescriptions can be transferred to CVS Caremark Mail Service Pharmacy.

Shopping cart: review order (cont.)

1. When requesting a new prescription, the member must answer some basic medical questions.
2. Processing of mail prescriptions can take 1-5 days. Faster shipping times don't reduce processing times.
3. Member can enter a one-time payment method or choose from one entered in their profile.
4. Member can enter a one-time shipping address or choose the default address (as entered in their profile).
5. When requesting a new prescription, the member must provide the name of the prescriber to contact by choosing from previous prescribers, or searching for a new prescriber.

The screenshot displays the CVS Health shopping cart review order page. It features two prescription items, each with a summary section and a detailed section. The items are METFORMIN HCL 500MG TABLET and ATORVASTATIN CALCIUM - TABLET 10MG. The page includes a navigation bar at the top, a summary section for each item, and a total cost section at the bottom. Numbered callouts (1-5) highlight specific features and steps:

- 1:** Information icon and question: "Has your medical condition changed?" with a sub-note: "If you've had any changes to your medical conditions and/or have allergies that the pharmacist should be aware of, please update your medical profile(s)."
- 2:** "Send my Rx to:" field with a "Change address" link.
- 3:** "Payment method:" field with a "Change Payment" link.
- 4:** "Change Address" button.
- 5:** "Please provide a prescriber for this prescription." message with a "Search for a prescriber" link.

Item 1: METFORMIN HCL 500MG TABLET

FOR	FILLED BY	ESTIMATED COST*	PRESCRIBER
D	CVS/caremark™	\$0.00	

Enroll in automatic refill and renewal

Total Drug Cost : \$0.00
Shipping Charges : \$0.00
Total Estimated Cost* (charged at checkout) : \$0.00

*At the time of processing your refill, your total cost charged will include any current account balances.

Item 2: ATORVASTATIN CALCIUM - TABLET 10MG

FOR	FILLED BY	LAST PAID	PRESCRIBED BY
D	CVS/caremark™	\$0.00	

Enroll in automatic refill and renewal

Please provide a prescriber for this prescription. Search for a prescriber

Info: This is a new prescription. To fill it, we need to contact your prescriber. It may take little more time to process.

Plan summary page—commercial

This page is dynamically generated with the content based on the member and plan.

1. The deductible information includes medical claims, if they are shared with CVS Caremark.
2. The display also changes based on whether the information is for an individual or family.
3. If the plan has a maximum allowable benefit, e.g., infertility treatment, the details of that benefit and applied amount are shown here.

The screenshot shows a web interface for a commercial health plan summary. The navigation bar includes 'Home', 'Prescriptions', 'Plan & Benefits' (highlighted), and 'Health Resources'. The main heading is 'Plan Summary', with a sub-heading 'Plan Summary' and a note: 'See below for information about your member cost share, benefits, coverage and medicine exclusions. Based on your plan, you may be able to fill prescriptions for certain drugs through mail service or retail.'

Two tabs are visible: 'Your Current Usage' (active) and 'Your Copay and Coinsurance Details'. The page is divided into two main sections, each with a callout:

Callout 1: 'You're paying toward a deductible.' This section features two donut charts. The 'Individual Deductible' chart shows a teal arc representing \$242.96 spent out of a \$300 total, with a note: 'The deductible does not apply toward your maximum out-of-pocket.' The 'Family Deductible' chart shows an orange arc representing \$315.64 spent out of a \$900 total, with a note: 'The deductible does not apply toward your maximum out-of-pocket.'

Callout 2: 'You are paying toward a max out-of-pocket.' This section features two donut charts. The 'Individual Max Out-of-Pocket' chart shows a green arc representing \$242.96 spent out of a \$1,200 total, with a note: 'The deductible does not apply toward your maximum out-of-pocket.' The 'Family Max Out-of-Pocket' chart shows a purple arc representing \$400.01 spent out of a \$6,000 total, with a note: 'The deductible does not apply toward your maximum out-of-pocket.'

Callout 3: 'Your Maximum Allowable Benefit'. This section includes a table with the following data:

Plan type	Time period	Start month	Plan amount	Applied amount	Drugs	Applicable to
Individual	Lifetime	January	\$10,000.00	\$242.96	Q1 d1 profile dcl 60	Mail, retail, in-network paper claims

At the bottom of the page, there is a note: 'Your usage resets monthly. Current cycle started on June 1, 2016. Mail, Retail, and Paper Claims are applied to your max out-of-pocket.'

Plan summary page— Medicare Part D and EGWP

This page is different for Medicare Part D and EGWP members. It shows:

1. The initial coverage limit table and applied amount
2. The true out-of-pocket table and applied amount
3. Last year's true out-of-pocket balance (if applicable)

Plan Summary

Find out the details of your prescription coverage, how much of your benefits you have used, your share of costs, and any limitations. You can fill prescriptions through mail service and retail for drugs that are covered by your plan.

Your Prescription Benefit consists of a primary plan and a secondary coverage plan.

You are now able to receive a consolidated view of both plans via this account.

Your Current Usage **Your Copay and Coinsurance Details**

1 Your Initial Coverage Limit (ICL)

This phase starts once you have met your deductible and cost-sharing begins. Covered prescription drug costs paid by all parties (such as Part D carrier, member, Extra Help, etc.) are applied to your initial coverage limit.

You are responsible for copays and/or coinsurance up to the initial coverage limit. You then move to the next phase in the plan, known as the coverage gap.

Plan limit	Applied amount	Amount remaining
\$3,820.00	\$478.53	\$3,341.47

2 Your True-Out-of-Pocket (TrOOP)

TrOOP expenses include your yearly prescription drug deductible, copayments or co-insurance for covered prescription drugs, and the amount you pay during the coverage gap. Your Medicare prescription drug plan premium and prescription drugs costs that aren't covered by the plan do not count toward this limit.

Your true out-of-pocket costs must reach the plan limit before you enter the catastrophic coverage phase.

Plan type	Time period	Start month	TrOOP amount	Applied amount	Drugs	Applicable to	Total covered drug cost
Individual	Annual	January	\$5,100.00	\$71.75	All Drugs	Mail, Retail, Paper Claims	\$71.75

3 > [View last year's TrOOP information](#)

Prior authorization (PA) page

Commercial members can view the status of active PA requests.

The page displays multiple statuses, as well as the date of the most recent action.

Medicare Part D beneficiaries see the coverage determination and appeal page.

Commercial

Check your prior authorization status

The prescriptions that are prescribed for you by your doctor may need to get prior authorization to be covered by your insurance. You can check below to see if you have prior authorizations.

Select Member: [Dropdown]

Print | Sort by: Newest to oldest

Prescriber: [Redacted]
Approved from: 08/15/2018 through 08/15/2019

Amphetamine-Dextroamphetami... Date Requested **08/15/2018**
Case# 18-034515966

Pending **Approved 08/15/2018**
Learn more

Your plan approved your coverage determination request. You will receive a letter with a full explanation shortly.

Prescriber: [Redacted]
Date Requested **08/06/2018**

Amphetamine-Dextroamphetami... Date Requested **08/06/2018**
Case# 18-034375952

Pending **Denied 08/07/2018**
Learn more

Your request did not meet the criteria for coverage under your plan. You will receive a letter with a full explanation shortly.

A few terms you should know:

- [Prior Authorization](#)
- [Step Therapy](#)
- [Non-formulary](#)
- [Tiering](#)
- [Quantity Limit](#)
- [The Simplified Version](#)

Prior Authorization

Medicare Part D

Coverage determination & appeal

The prescriptions that are prescribed for you by your doctor may need to get prior authorization to be covered by your insurance. You can check below to see if you have prior authorizations.

A few terms you should know:

[Prior Authorization](#)

[Step Therapy](#)

[Non-formulary](#)

[Tiering](#)

[Quantity Limit](#)

[The Simplified Version](#)

Prior Authorization

The medicine your doctor prescribes needs to meet a certain set of criteria to be approved by your health insurance plan. These criteria help ensure that the prescribed medicine is safe and effective for you.

Step Therapy

Even though your doctor may prescribe one medicine, treatment guidelines may recommend trying alternative therapy first. If that alternative treatment isn't effective, you will be eligible for the medicine you were originally prescribed.

Non-formulary

A formulary is a list of medicines that your insurance will cover. That means non-formulary drugs aren't always covered. If you're prescribed a non-formulary medicine, we will compare it to similar medicines in the same class – drugs that work the same way, but with a different name – to determine if the non-formulary drug will be covered.

Drug Savings Opportunities Page

- 1. Great News!** You can save money with these prescriptions.
 - a) List of savings opportunities listed here
 - b) Displays up to 12, targeted prescriptions with savings per family member.
 - c) Opportunities are displayed in descending order by “Most Savings” for each family member (Cardholder, Spouse, Dependents oldest to youngest)
- 2. Need this information for your doctor?** Print out a PDF of your savings options to share with your doctor.
- 3. You're getting the best prices on these prescriptions.** We'll let you know if new savings options become available
- 4. Need Help?** List of five, frequently asked questions/answers specific to the Drug Savings Opportunities tool.

The screenshot shows the CVS Caremark website interface for the Drug Savings Opportunities page. At the top, there is a navigation bar with 'Home', 'Prescriptions', 'Plan & Benefits', and 'Health Resources'. Below the navigation bar, the page title is 'Drug Savings Opportunities'. A 'Great news!' section follows, with a sub-header 'You can save money on these prescriptions. You can review them one at a time.' Below this is a list of six savings opportunities, each with a green bar indicating the potential savings and the drug name for a specific family member. A red circle with the number '1' is placed over the first item. Below the list is a section titled 'Need this information for your doctor?' with a sub-header 'Print out a PDF of your savings options to share with your doctor.' This section includes a 'Select patient' dropdown menu set to 'Everyone' and a 'Create savings report' button. A red circle with the number '2' is placed over the 'Create savings report' button. Below this is a section titled 'You're getting the best prices on these prescriptions' with a sub-header 'We'll let you know if new savings options become available.' This section displays six items, each with a yellow trophy icon and the drug name for a specific family member. A red circle with the number '3' is placed over the first item. Below this is a section titled 'Need help?' with a sub-header 'If the FAQs below don't answer your question, please see our full list of FAQs.' This section contains five frequently asked questions, each with a right-pointing arrow. A red circle with the number '4' is placed over the first question. At the bottom of the page, there is a small disclaimer: 'Estimated usage, costs and annual savings are based on member's current benefit plan and dispensing pharmacy. Actual savings may vary depending on pharmacy-specific pricing, deductible status, maximum out-of-pocket thresholds and other factors.'

Drug Savings Opportunities Detail

1. Displays current prescription and alternative drug details for easy comparison
2. Savings options display in a three-tab view. (If there are no savings options for a specific channel, the tab will not display.)
3. Best Savings are shown by default and highlighted with the “Best Savings” indicator.
4. Savings options are grouped by generic equivalent, therapeutic alternatives, and days’ supply.
5. Annual savings for each alternative option are displayed
6. The highest savings option displays by default; with additional alternatives available.
7. Member can initiate a new prescription request from this page.

Home Prescriptions Plan & Benefits Health Resources

Home > Plan & Benefits > Drug Savings Opportunities

Savings options for Lisinopril-hydrochlorothiaz 10-12.5mg Tablet

30-day supply / 30 tablet

You would pay **\$45.98**

[Return to savings finder](#)

90-day mail 90-day store pickup 30-day store pickup

Best Savings

Save money with a therapeutic alternative

Therapeutic alternatives are medications in the same drug class that are covered by your plan. Talk to your doctor about options that could help you save money. Prices reflect your enrollment status in a plan, the dosage, and where you are within your deductible. Any prescription changes must be made by your doctor.

Your Best Savings

Change to a lower-cost therapeutic alternative

Save up to **\$264.84** / year by changing to a therapeutic alternative

You would pay **\$23.91** (\$7.97/month)

90 tablets (3 month supply)

Moexipr/hctz 7.5-12.5 Tablet

[Request this alternative](#)

[Show additional therapeutic alternatives](#)

Change to a 90-day supply

Save up to **\$220.70** / year by changing to a 90-day supply

You would pay **\$27.59** (\$9.20/month)

90 tablets (3 month supply)

Lisinopril-hydrochlorothiaz 10-12.5mg Tablet

[Request 90-day supply](#)

Estimated usage, costs and annual savings are based on member's current benefit plan and dispensing pharmacy. Actual savings may vary depending on pharmacy-specific pricing, deductible status, maximum out-of-pocket thresholds and other factors.

No Savings View

Target drugs have that have been submitted successfully for a lower cost alternative will be removed from the Drug Savings Opportunities.





When no opportunities are available, members will see a page that says they are already getting the best price.

Home Prescriptions Plan & Benefits Health Resources

Home > Plan & Benefits > Drug Savings Opportunities

Drug Savings Opportunities

You're getting the best prices on these prescriptions
We'll let you know if new savings options become available.

-  Lisinopril 2.5Mg Tablet for Alex
-  Prozac 10Mg Capsule for Alex
-  Sprintec 0.25-0.035 Tablet for Alex
-  Zetia 10Mg Tablet for Alex

Need help?
If the FAQs below don't answer your question, please see our [full list of FAQs](#).

- ▶ Are generic medicines as safe and effective as brand name medicines?
- ▶ Why can't I request one of the changes I'm being shown?
- ▶ What do I need to do once I've requested a change to my prescription?
- ▶ How do I find out the status of my mail service prescription order?
- ▶ How do I know when my medication(s) will arrive once my doctor approves my request?

Print member ID card page

Home > Profile > Print Member ID Card

Update My Profile

Secure Message Center

Print Member ID Card

Pay Mail Account Balance

Print Plan Forms

My Account FAQs

Print Member ID Card

Print a personalized ID card. Use it to access your prescription benefits immediately.

[Print an ID Card](#)

RxBIN	004336
RxPCN	ADV
RxGRP	RX1412
Issuer	9151014609
ID	
Name	2016 STANDARD OPTION

If CVS Caremark supplies the member ID card, members can print a temporary ID card.

Even if CVS Caremark does not supply the member ID card, members still can get the information relevant to processing a claim.

This image does not contain actual member information.

Profile page

1. The member profile can be accessed via the 'Profile' link in the menu on the top right corner of the site.
2. Members manage default portal and communication settings and other profile information from this page.
3. The 'Family Access' link is only available to family members aged 18+.

The screenshot shows the CVS Caremark member profile page. At the top right, a navigation menu includes 'Profile', 'Messages', 'Help', 'Español', 'Change Text Size', and 'Log Out'. A red circle with the number '1' highlights the 'Profile' link. Below the navigation is the CVS Caremark logo and utility links: 'Check Drug Cost & Coverage', 'Check Order Status', and 'Pharmacy Locator'. A dark navigation bar contains 'Home', 'Prescriptions', 'Plan & Benefits', and 'Health Resources'. The breadcrumb trail shows 'Home > Profile'. The main heading is 'Profile'. A message states: 'CVS/caremark wants to make sure you receive quality service. To help us better serve you, please be sure to keep your profile settings and details up to date.' Below this are two columns of links. The left column includes 'Update My Profile', 'Communication preferences', 'My Billing Information', 'My Shipping Information', 'Family Access', 'Secure Message Center', and 'Print Member ID Card'. A red circle with the number '2' highlights the 'Update My Profile' link, and a red circle with the number '3' highlights the 'Family Access' link. The right column includes 'Pay Mail Account Balance', 'Print Plan Forms', and 'My Account FAQs'.

Profile page: family access

To protect PHI, family members aged 18+ must give explicit permission for other adult family members to view their information or take action on their behalf.

The member can see the information for minor family members automatically.

1. Several levels of permission are available. The member can choose one, multiple or all. Different levels of access can be applied to each adult family member.

The screenshot shows the 'Family Access' page in a web application. The navigation bar at the top includes 'Home', 'Prescriptions', 'Plan & Benefits', and 'Health Resources'. The breadcrumb trail is 'Home > Profile > Update My Profile > Family Access'. On the left sidebar, there are links for 'Update My Profile', 'My Billing Information', 'My Shipping Information', 'Family Access', 'Communication preferences', 'Secure Message Center', 'Print Member ID Card', 'Pay Mail Account Balance', 'Print Plan Forms', and 'My Account FAQs'. The main content area is titled 'Family Access' and contains the following text: 'Whether for convenience or caregiving, relatives and members of your household can help manage your prescriptions and account when you grant them Family Access.' Below this, it states: 'You give a loved one or caregiver complete or limited access to your account:' followed by two bullet points: '• Check the permissions you wish to assign to anyone listed below.' and '• When you're finished, make sure you authorize Family Access by saving your changes.' A note follows: 'NOTE: Please be aware that if you allow a family member access to view your medications, all of your medications will be available to be viewed, including those medications that you may regard as sensitive or of a personal nature. If you do not want medications that you regard as sensitive or of a personal nature to be seen by another family member, you must remove Family Access (if previously granted) for that family member.' Below the note, it says: 'If you previously granted access to a family member, you are still required to provide the additional permission below.' There is a checkbox labeled 'Please hide ineligible family members.' The name 'JOANNE' is displayed above a table of permissions. The table has a 'Select' column and a 'Let this family member...' column. The permissions listed are: 'View my Orders', 'Order and Transfer my refills', 'View my prescription history', and 'Request a new prescription'. There is a 'Select All' checkbox at the bottom of the table. At the bottom of the page, there is a statement: 'By saving your family access preferences, you agree to our [Terms & Conditions](#)' and two buttons: 'Cancel' and 'Save'.

Profile page: communication preferences

Home Prescriptions Plan & Benefits Health Resources

Home > Profile > Update My Profile > Communication preferences

Update My Profile

- My Billing Information
- My Shipping Information
- Family Access
- Communication preferences
- Secure Message Center
- Print Member ID Card
- Pay Mail Account Balance
- Print Plan Forms
- My Account FAQs

Communication Preferences

Alert settings

Current enrollments Edit

Call: Not enrolled
Text: Enrolled
Email: Enrolled

Drug name display Edit

Show full drug name

Paperless settings

Current selections Edit

Medication guides

Store electronically

My contact information

Phone number Edit

Primary (Mobile):

Email address Edit

Program options may vary based on the client and the member's plan type.

Members can opt in to receive refill reminders and savings opportunity alerts. They can also choose one or more channels for receipt of these alerts.

They can also choose to go paperless. Options include paperless medication guides and, for Medicare Part D members, explanation of benefits (EOBs).

Electronic EOBs— Medicare Part D and EGWP only

Medicare Part D beneficiaries who have chosen to go paperless can view up to 36 months of EOBs.

EOBs are sorted by date. Individual documents are displayed in PDF format and look just like the printed version.

Home Prescriptions Plan & Benefits Health Resources

Home > Plan & Benefits > Explanation of Benefits (EOB) Statements

Plan Summary
Print Member ID Card
Print Plan Forms
Specialty Pharmacy
Check Drug Cost & Coverage
Pharmacy Locator

Coverage Determination & Appeal

Explanation of Benefits (EOB) Statements

Ready to go paperless?
We'll send you an email alert as soon as your monthly statement is available online. You can view, download and print EOBs as needed, whenever you want.
 Yes, I want to receive my EOB statements electronically.
Go paperless now

Explanation of benefits (EOB)
An explanation of benefits (EOB) statement is a record of your prescription claims that have been processed for the month.
[Learn more about your EOB statements](#)
[Need help viewing PDFs?](#)
▶ Show filter dates
Documents: Showing of 0

We weren't able to find any documents in this date range.
Your plan may not be enabled for paperless documents, or there may not be any documents currently available. Please contact Customer Care using the number on your prescription card or the links below.

Legal disclaimers

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.

All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

Adherence results and savings projections are based on CVS Caremark data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request.

The Maintenance Choice program is available to self-funded employer clients that are subject to ERISA. Non-ERISA plans such as fully insured health plans, plans for city, state or government employees and church plans need CVS Caremark legal approval prior to adopting the Maintenance Choice program. Prices may vary between mail service and CVS Pharmacy due to dispensing factors, such as applicable local or use taxes.

Specialty Expedite is available exclusively for providers who use compatible electronic health record (EHR) systems, including Epic Systems and others that participate in the Carequality Interoperability Framework.

Specialty delivery options are available where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

Patient stories and patient names are presented for illustrative purposes only. Any resemblance to an actual individual is coincidental. Unless otherwise specified, images contained within are licensed or the property of CVS Health or one of its affiliates.

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