

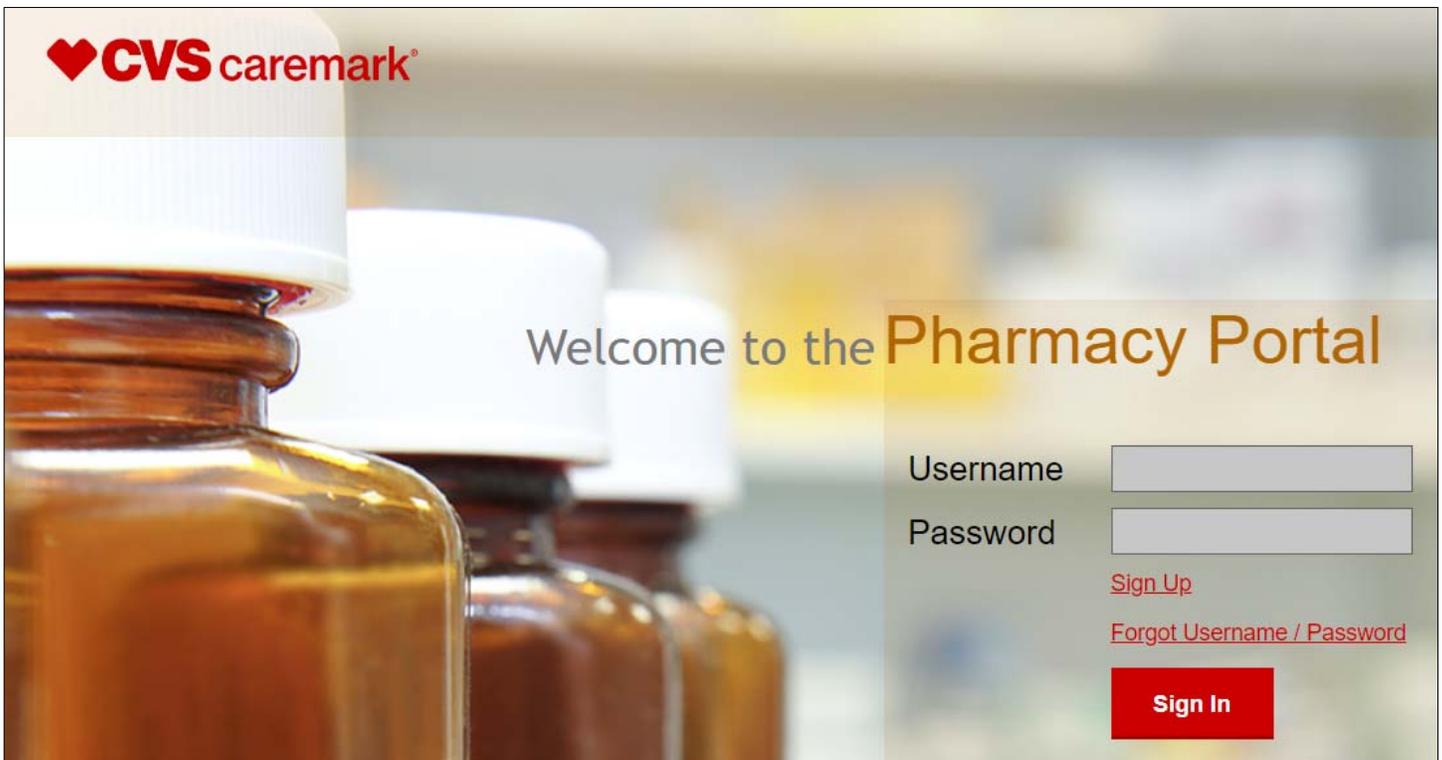
Appeals

The following is intended to assist pharmacies when navigating within the CVS Caremark® Pharmacy Portal (“Pharmacy Portal”) in order to submit MAC and non-MAC appeals. The appeal function is restricted to one Pharmacy Portal Account per NCPDP.

To access the Pharmacy Portal, go to: rxservices.cvscaremark.com

- If you are an individual pharmacy and not already registered to use the Pharmacy Portal, click the [Sign Up](#) link, complete the validation procedures, and create a user name and password.
- If your pharmacy has previously registered, enter your Username and Password and click on the “Sign In” button.
- If you are a chain or PSAO headquarters and not already registered, contact your CVS Caremark Network Account Manager to receive login instructions.

Screen 1: Log-in Page



Screen 2: Disclosure Page

Pharmacy Portal Terms of Use

CONFIDENTIALITY: The information provided in the Pharmacy Portal is CVS Caremark's confidential and proprietary information and considered "Confidential Caremark Information" as that term is defined in the Caremark Provider Manual. Pursuant to the terms of the Caremark Provider Manual, you may not disclose, sell, assign, transfer or give the information to any third party.

UNAUTHORIZED ACCESS AND USE: Only pharmacy entities contracted with CVS Caremark as a network provider (and their authorized representatives) may access the Pharmacy Portal, consistent with the Provider Agreement. A user account may only be utilized by the pharmacy CVS Caremark approves as part of the user account registration process. By logging onto the Pharmacy Portal, you represent that you have the requisite authority to access the Pharmacy Portal and a pharmacy's reimbursement data and that you are accessing the user account for which you have been authorized by CVS Caremark. Users must not access an account belonging to another user. The Pharmacy Portal may provide you with various analytical tools (such as MAC Price Lookup, MAC Appeals, MAC Future Pricing, etc.). The Pharmacy Portal, and its content, are the property of CVS Caremark and users are strictly prohibited from using Pharmacy Portal content or information for any purpose other than for the purposes of fulfilling the provider's obligations under the Provider Agreement. Users are strictly prohibited from accessing the Pharmacy Portal using automated means (such as harvesting bots, robots, spiders or scrapers). CVS Caremark reserves the right to remove content from the Pharmacy Portal at its sole and absolute discretion. Improper use or unauthorized access of the Pharmacy Portal may result in termination of Pharmacy Portal use privileges and pursuit of all other remedies available to CVS Caremark. By accessing the Pharmacy Portal after the effective date of any notice or amendment, the terms of the notice or amendment is accepted by Provider and is considered part of the Provider Agreement.

I have read and agree to these terms of use of the Pharmacy Portal.

Cancel **Continue**

Once login information is entered, disclosures regarding Pharmacy Portal Terms of Use display.

In order to proceed, check the box agreeing to the Terms of Use of the Pharmacy Portal and click on the "Continue" button.

Screen 3: Welcome Page

CVS caremark Document Library

Home Appeals Menu

Submit Appeals

CVS Caremark Pharmacy Portal

Welcome to the CVS Caremark Pharmacy Portal

Please review this page for important information for pharmacy providers.

Please note: Provider must comply with the submission of confidential information, including, without limitation, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

To access the Appeal form, click on "Appeals Menu", then "Submit Appeals".

Screen 4: Appeal Form

Appeal

Please complete all of the required information below to submit your Appeal. If any information for the required fields is invalid, CVS Caremark does not have the information necessary to determine the outcome of an appeal. Where it is required by state law, please attach a wholesaler purchase invoice for review.

*Indicates a required response field.

Chain/Affiliation Code* <input type="text" value="Select"/>	Your Name* <input type="text" value="013"/>
Phone Number* <input type="text" value="480-391-4600"/>	Email Address* <input type="text" value="samantha.telschow@cvshealth.com"/>
BIN* <input type="text" value="Select"/>	Date of Fill* <input type="text" value="MM/DD/YYYY"/>
Rx Number* <input type="text"/>	NCPDP (NABP) Number* <input type="text"/>
Member ID <input type="text"/>	Internal Issue Tracking Number <input type="text"/>
PCN Number* <input type="text"/>	Invoice Cost <input type="text"/> Upload Invoice(s)
Invoice NDC Package Size <input type="text"/>	Invoice Effective Date <input type="text" value="MM/DD/YYYY"/>

Complete all required fields accurately.

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Please enter the text shown in image above in the textbox and click **Submit**.

Before submitting your appeal, enter the text/characters shown in the text box.

Screen 5: Appeal Confirmation

Appeal Confirmation

Thank you for submitting the appeal. P_19482d67f8bdd69e is the reference number for the appeal. Please save this reference number for your records. An email notification will be sent to the address on the Appeal form.

Appeals are processed in accordance with the state laws. As applicable, decisions on properly filed appeals are posted to the CVS Caremark Pharmacy portal within the timeframes specified under state law. To access the decision on your appeal, please log into the Pharmacy Portal at RxServices.CVScaremark.com and navigate to the Secure Message menu option.

Would you like to submit another appeal?

After submitting your Appeal, a confirmation screen displays.

Click on the “No” button to return to the Home Page or click on the “Yes” button to submit another appeal.

For troubleshooting the Pharmacy Portal registration and/or login process only, please email:

RxServices@CVSHealth.com