Digital Claim Submission

Paper Claims

March 2019

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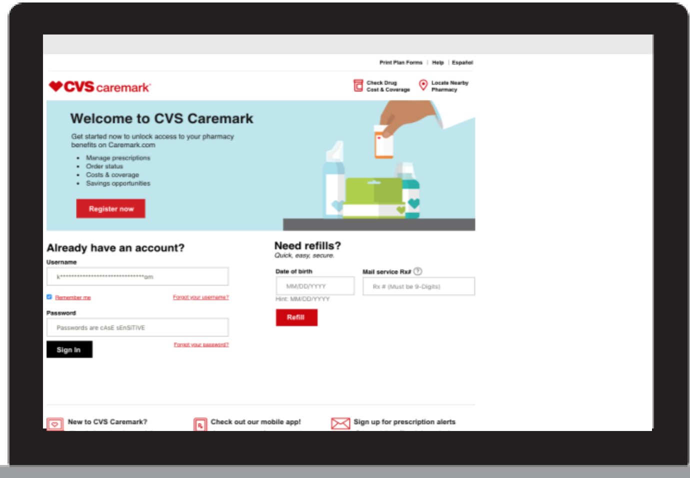
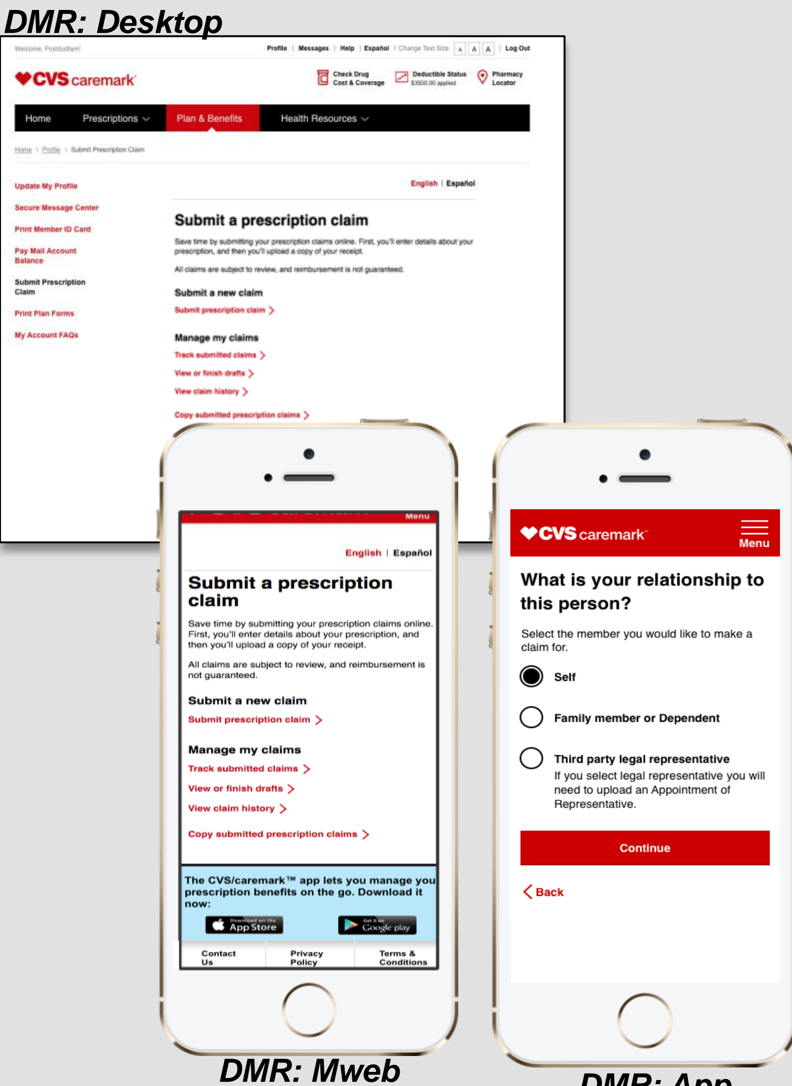
Digital Claim Submission

Reliable, Trackable and Efficient Modes for Caremark Members to submit member-paid prescription reimbursement requests online via Caremark Web Portal (Caremark.com) and Caremark Mobile app (iOS and Android).



Digital Claim Submission: Benefits



Reasons to Believe

Member

- Facilitates seamless Claims submission modes for Members, their dependents or persons they care for.
- No need to obtain or submit Paper Reimbursement Request Forms.
- Member receives immediate acknowledgement of claim submission.
- Member has access to claim status information

Colleague

- **Reduced claim processing time.**
  - Digital claims direct input to MedForce (DMR Workflow)
  - Eliminate the need for Claims data entry.
  - Examiner will only need to validate Claim information before Adjudication.
- **Reduced Calls to CARE.**
  - Member Dashboard with Claim information will reduce Member calls to CARE.

Client

- **Increase in End Customer Satisfaction:**
  - Quicker Turnaround in deciding claims outcome.
  - Reduction in Manual reject of Claims for missing or incorrect information.
  - Flexible to acceptable client feedback to improve member experience

** Digital claim submission currently available for Commercial Clients only. Rollout for Med D Clients expected Mid 2019.*

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Claim Submission

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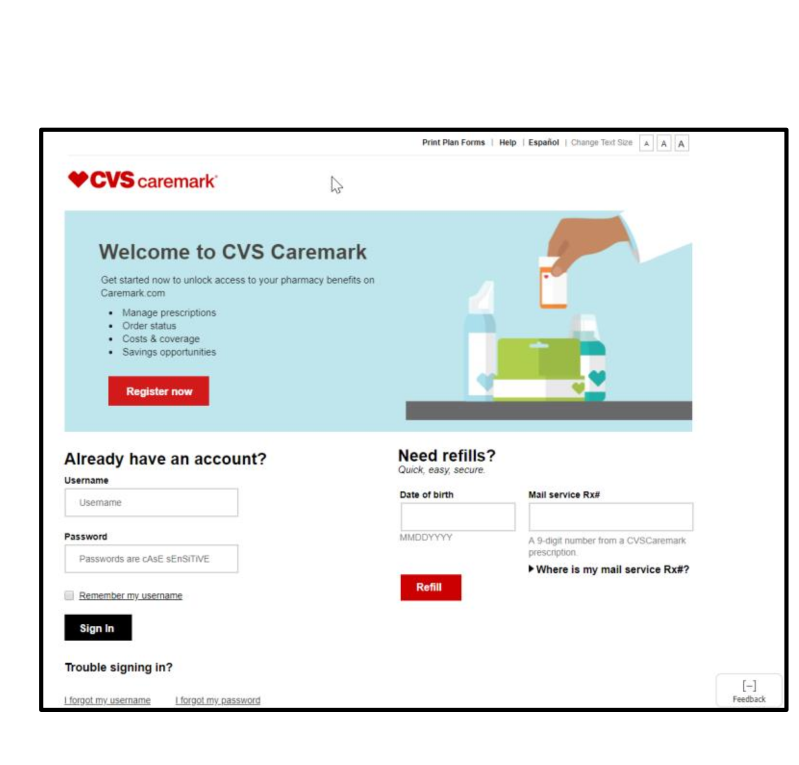
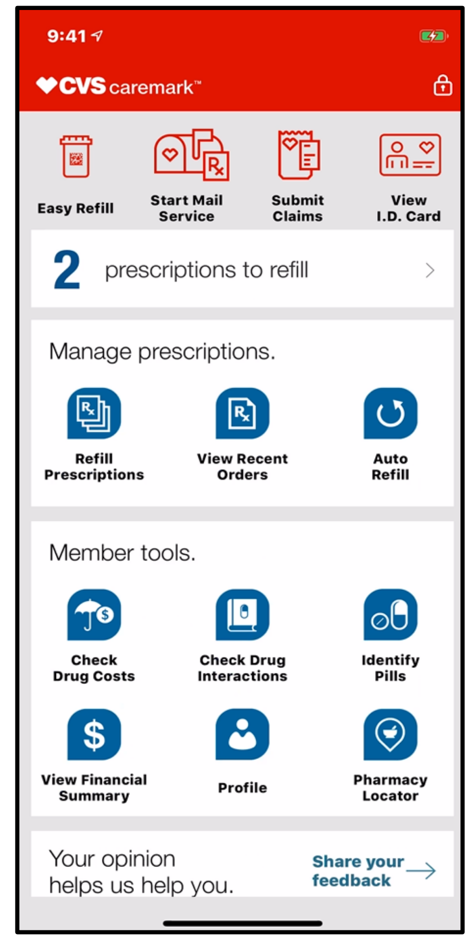
Claim Submission Methods

CAREMARK.COM WEBSITE



MOBILE APP



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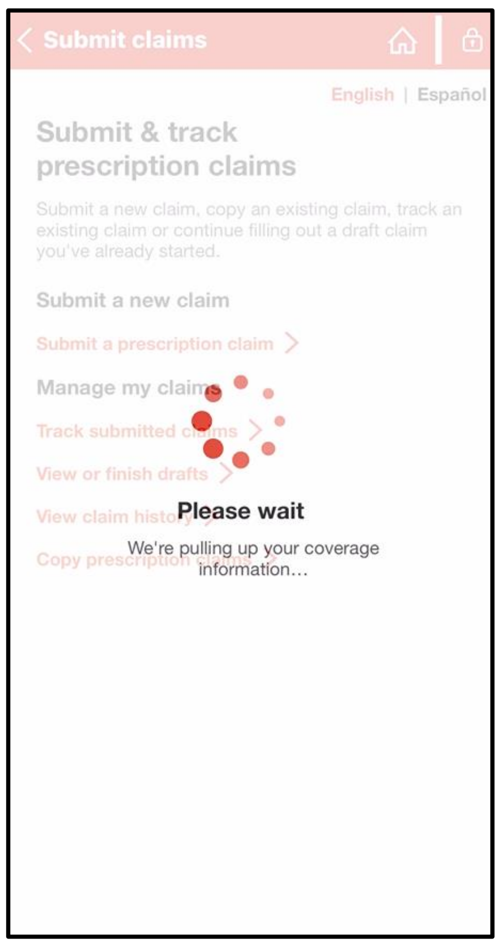
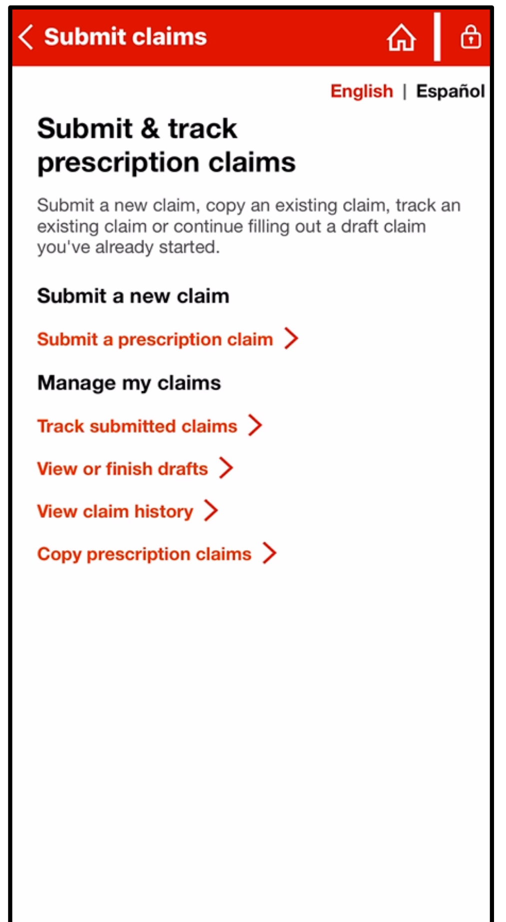
Digital Claim Submission Menu

ELIGIBILITY VERIFICATION





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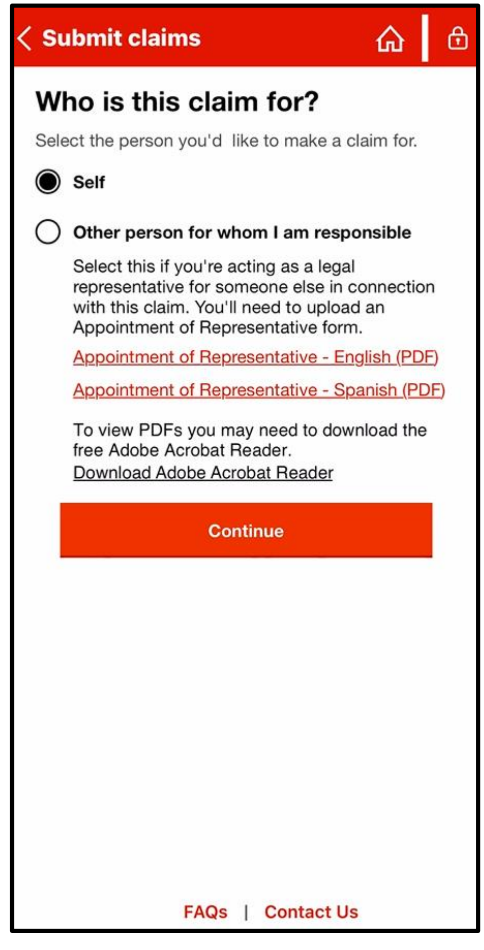
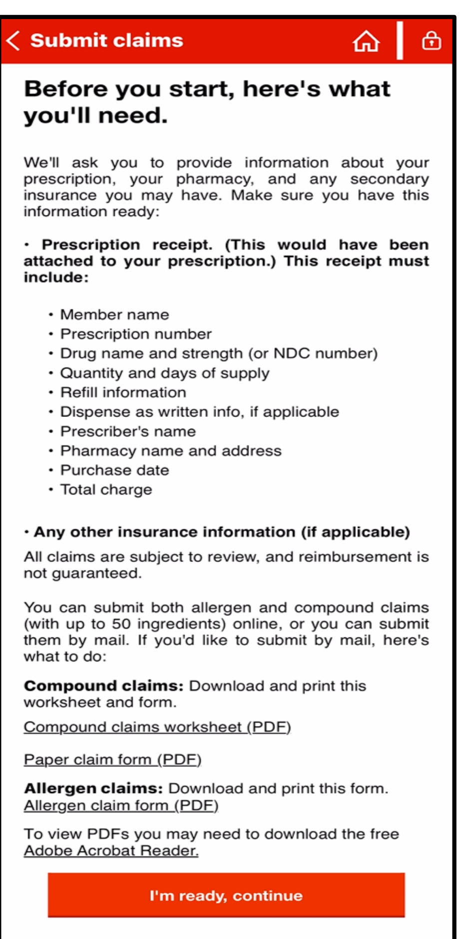
Submitting a Digital Claim

MEMBER SELECTION





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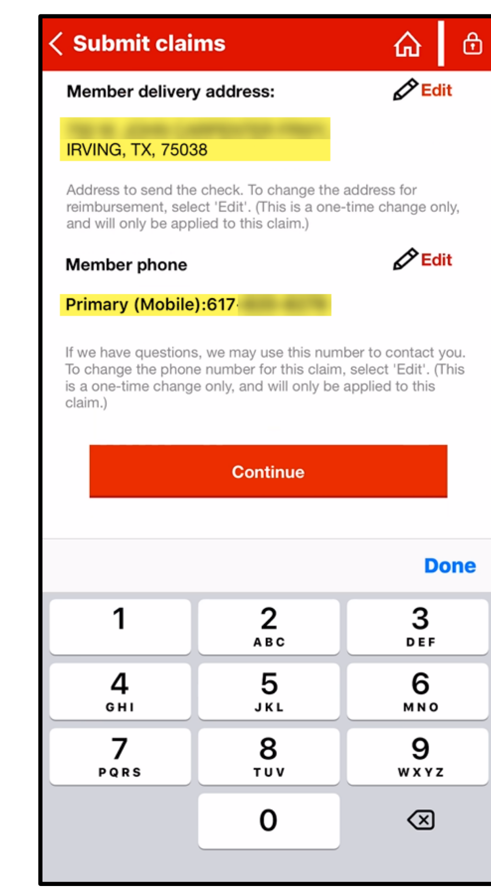
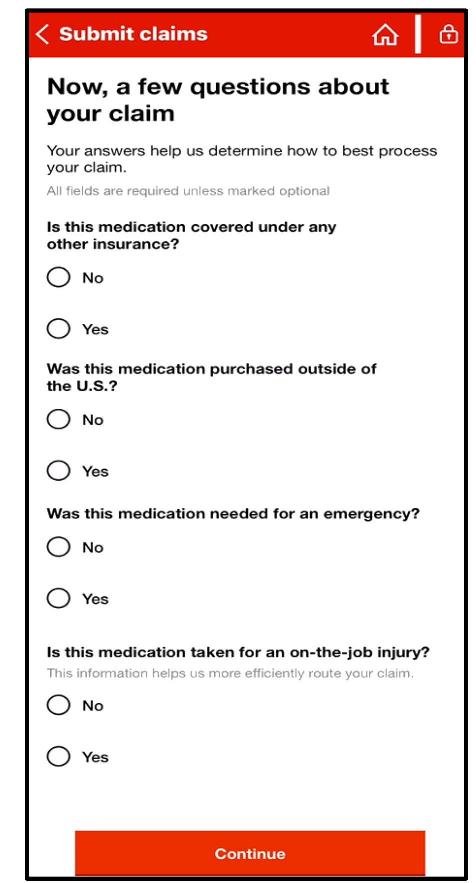
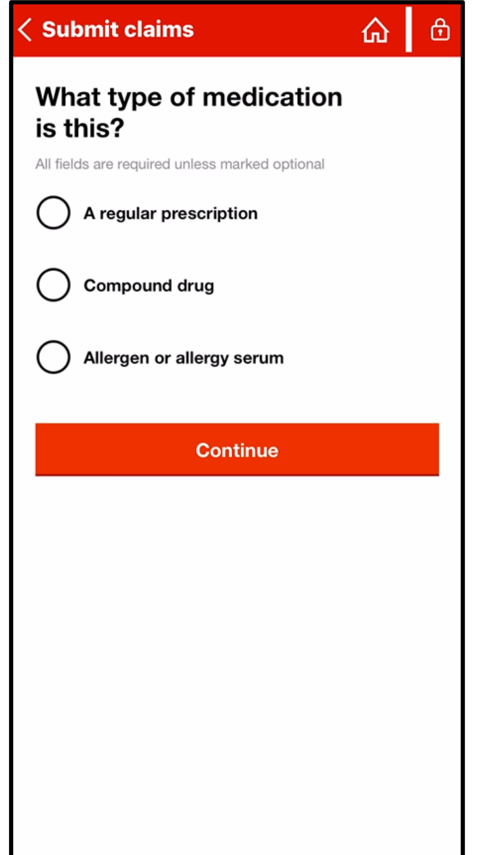
MEMBER VERIFICATION

INITIAL QUESTIONS







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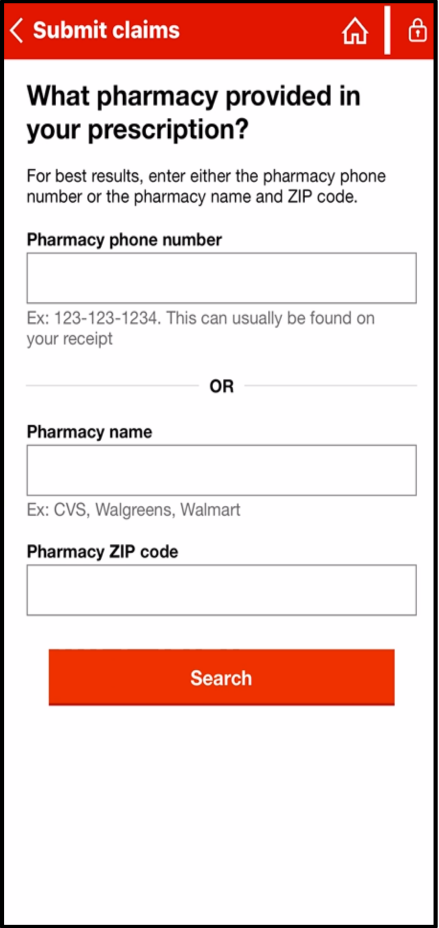
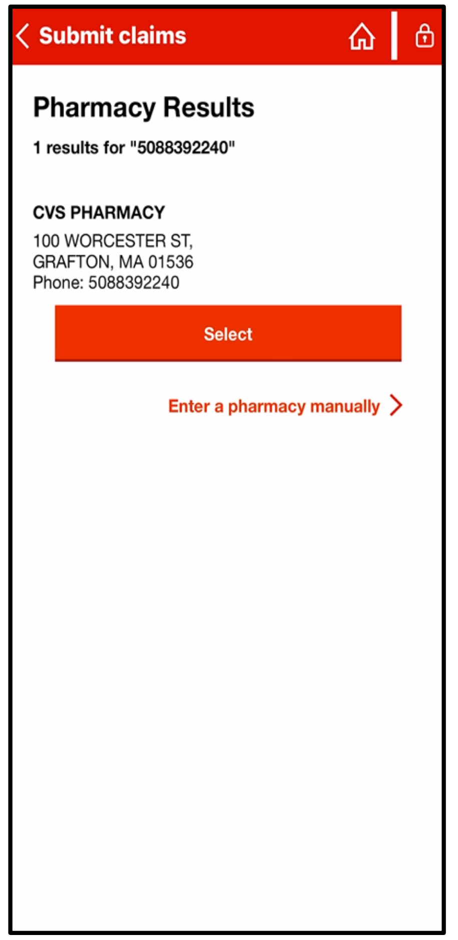
PHARMACY SEARCH



PHARMACY SELECTION



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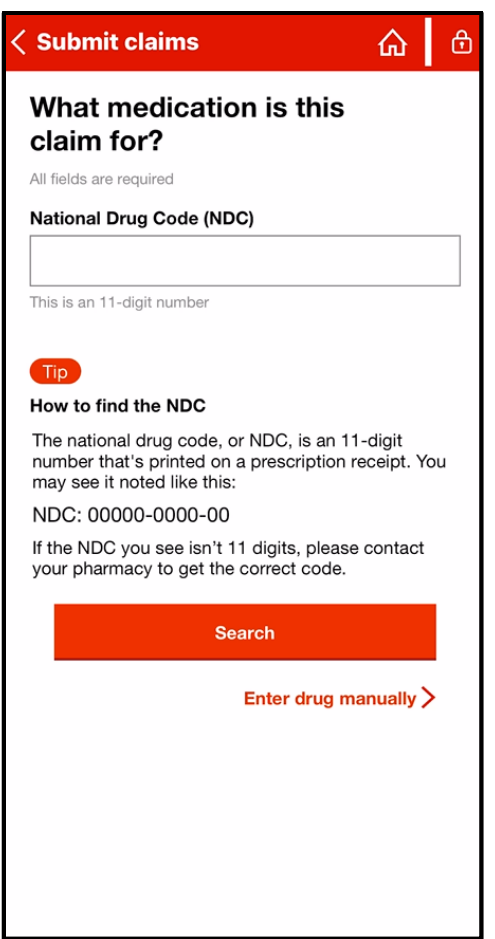
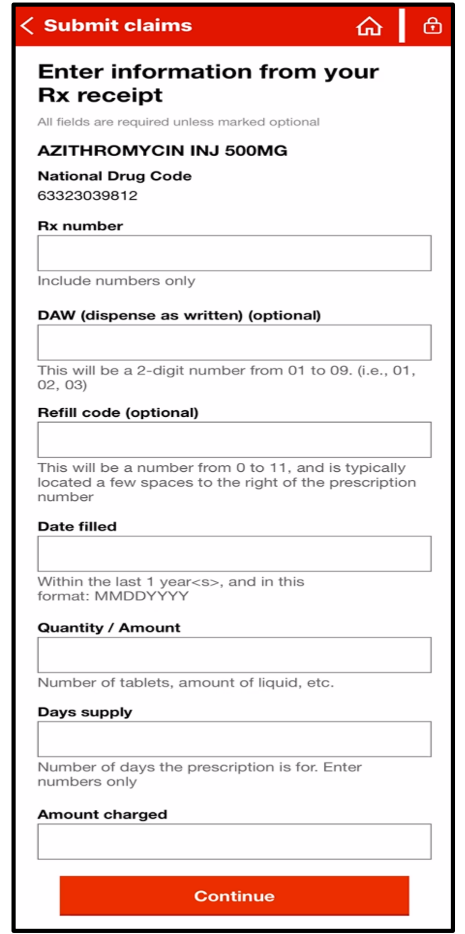
NDC SEARCH



PRESCRIPTION CLAIM INFO



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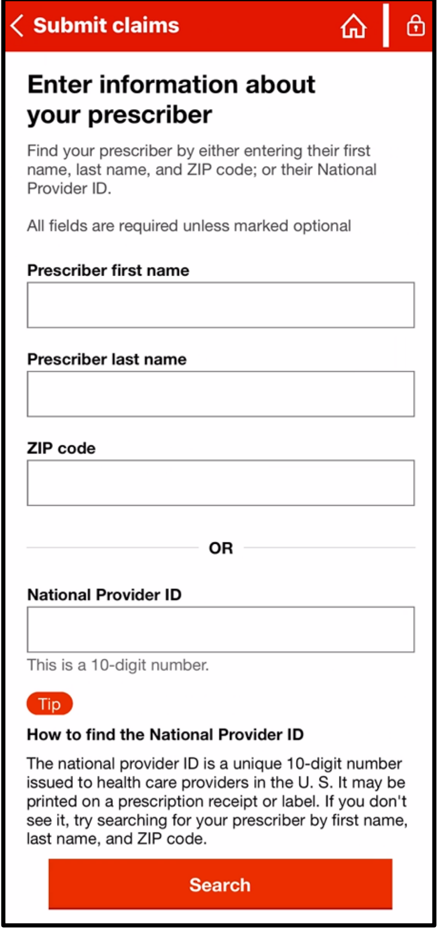
PRESCRIBER SEARCH



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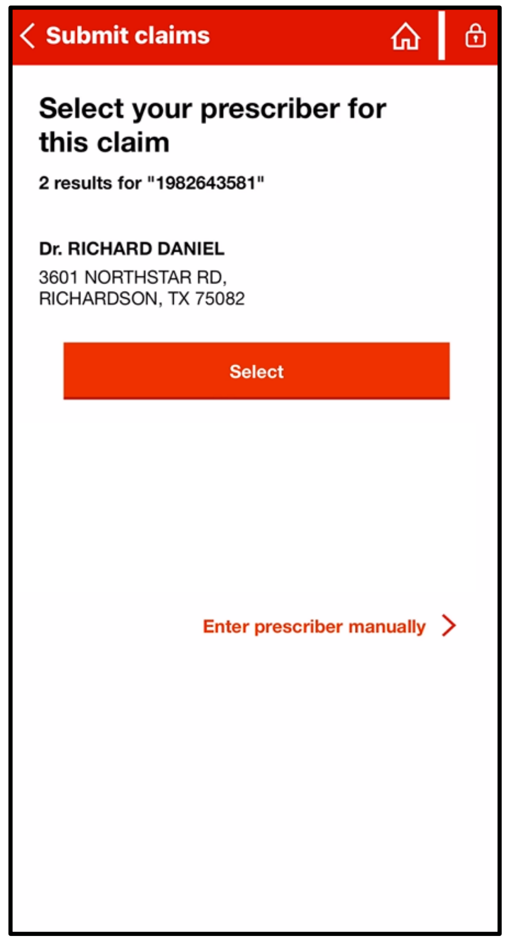

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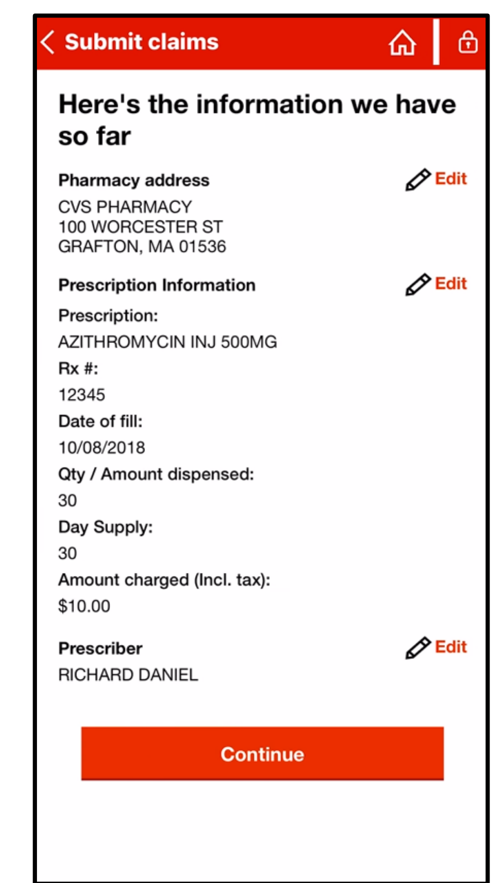
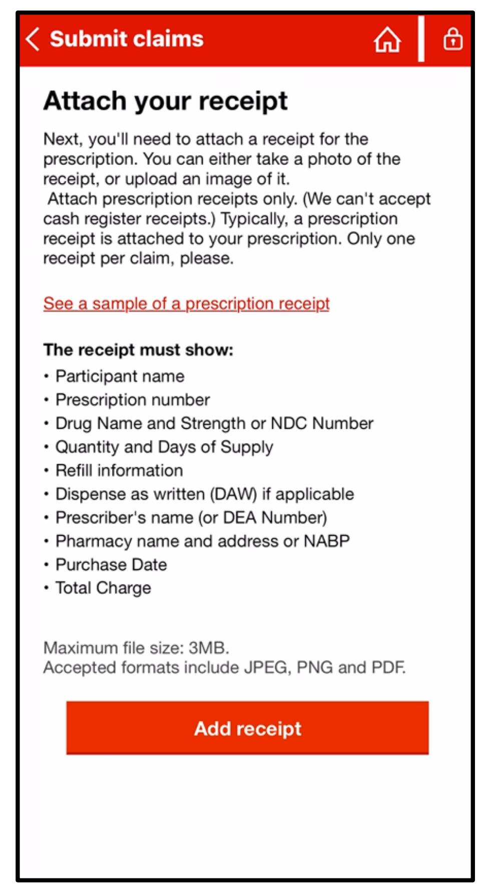
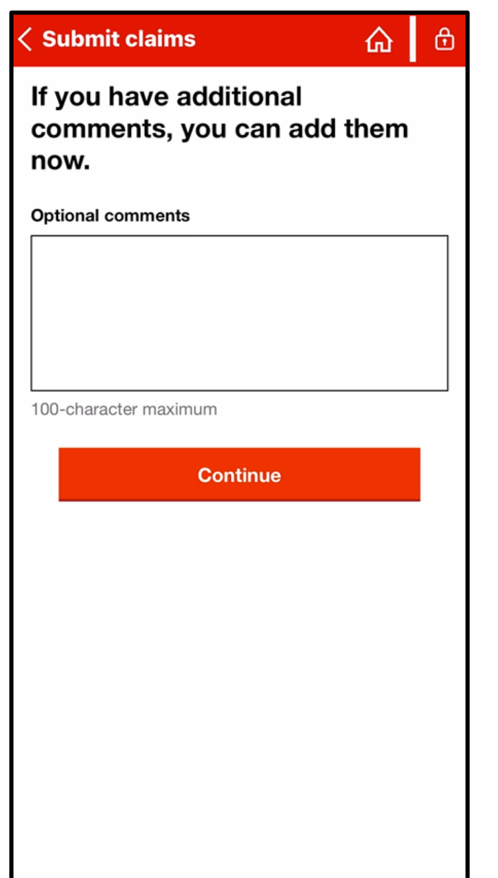
CLAIM REVIEW



RECEIPT UPLOAD



CLAIM COMMENTS



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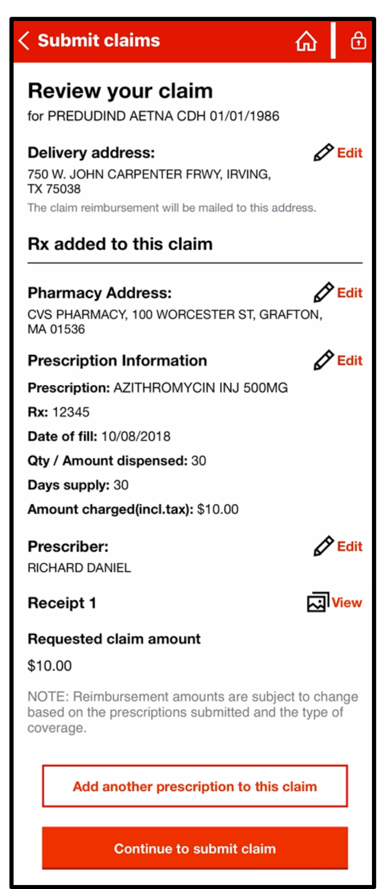
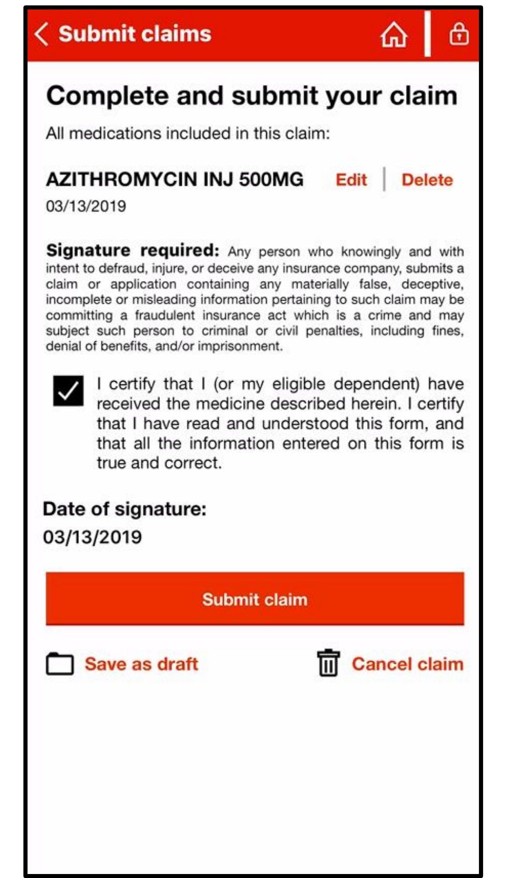
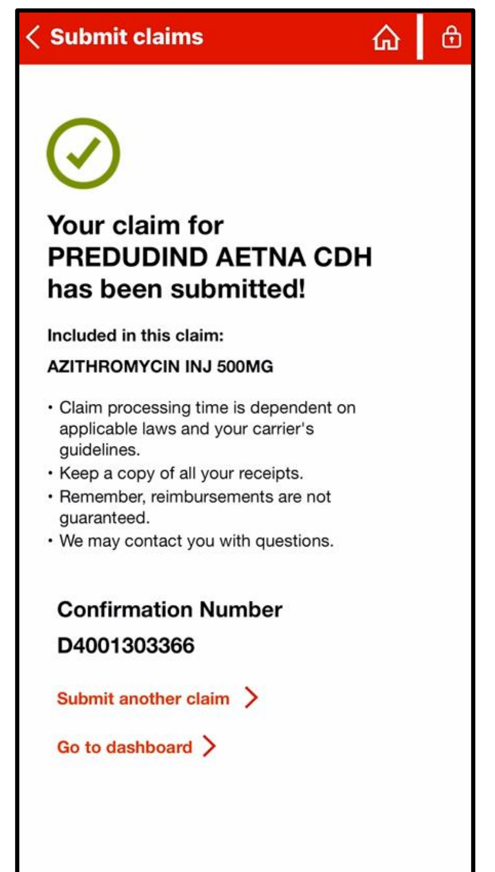
CLAIM VERIFICATION

SUBMISSION AND CONFIRMATION







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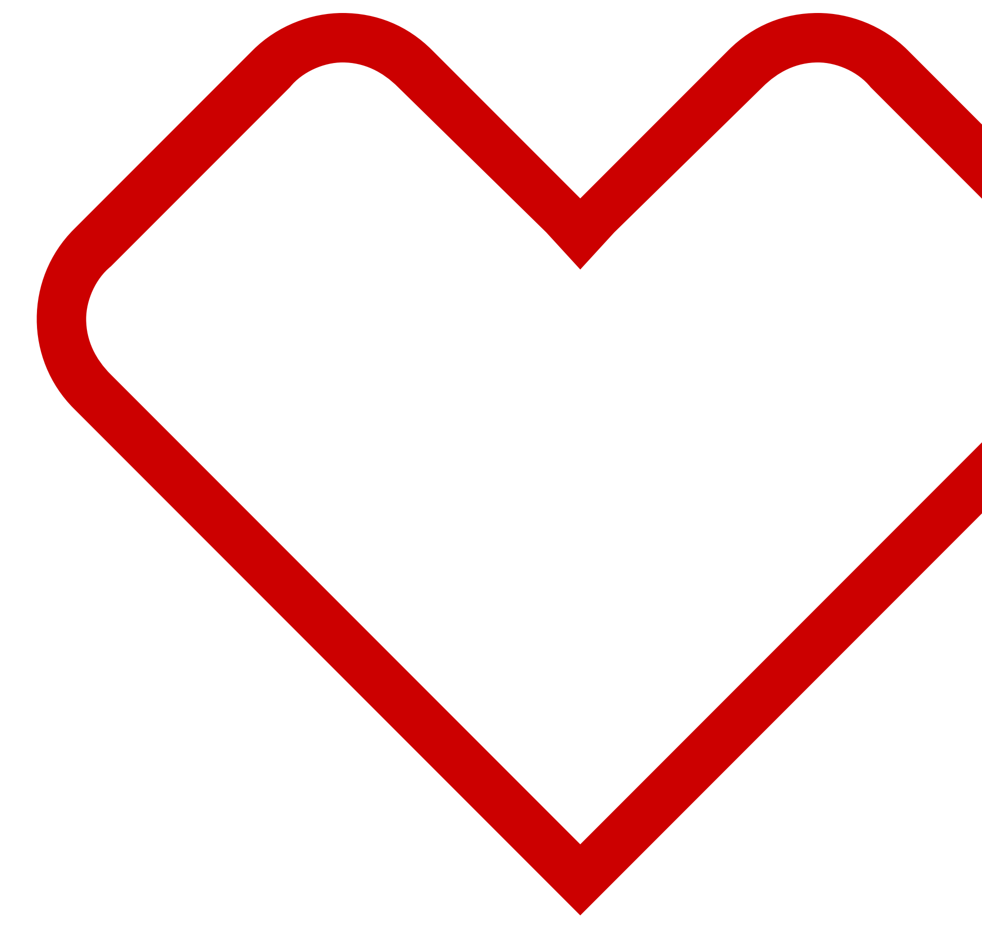
Thank You



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