

MAC Appeals

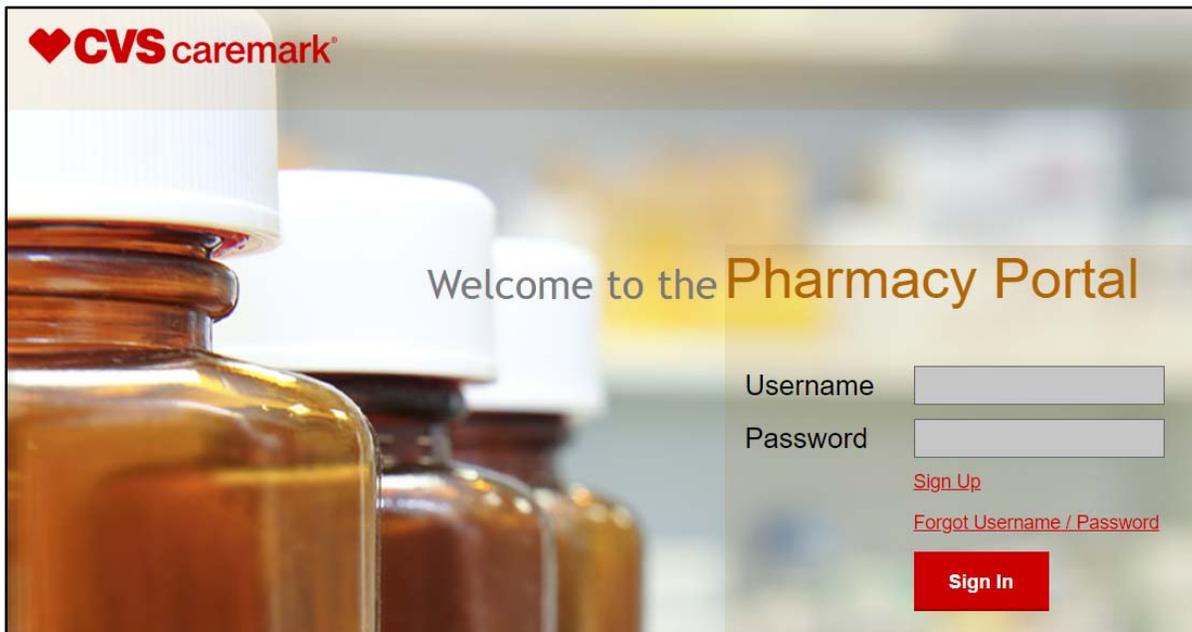
The following is intended to assist pharmacies when navigating within the CVS Caremark Pharmacy Portal in order to submit MAC Appeals. The MAC Appeal function is restricted to one Pharmacy Portal Account per NCPDP.

The Pharmacy Portal is the same site many providers have accessed for MAC look-up inquiries based on various state requirements; it also is the site for pharmacy re-credentialing activities.

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



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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.

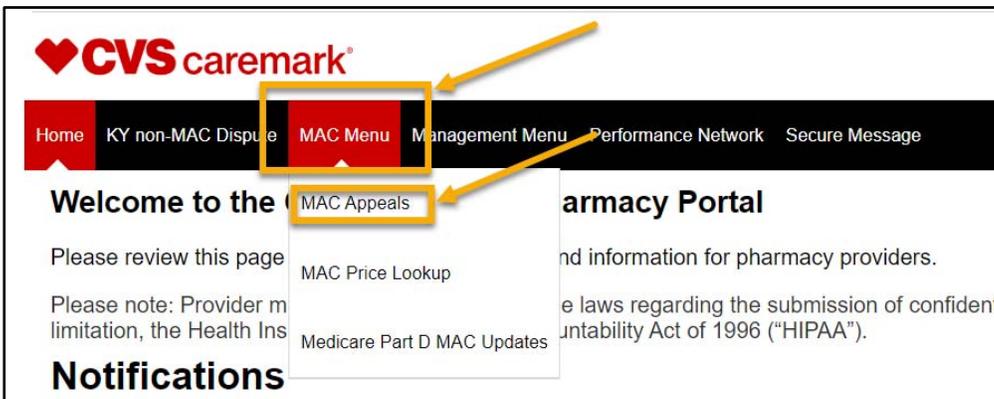
I have read and agree to these terms of use of the Pharmacy Portal.

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[®]

Home KY non-MAC Dispute **MAC Menu** Management Menu Performance Network Secure Message

Welcome to the Pharmacy Portal

Please review this page

Please note: Provider limitation, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

Notifications

MAC Appeals

MAC Price Lookup

Medicare Part D MAC Updates

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

Screen 3: MAC Appeal Form

MAC Appeal

Please complete all of the information below to submit your MAC Appeal. If any information for the required fields is invalid or missing, CVS Caremark[®] does not have the information necessary to respond.

*Indicates a required response field.

Chain/Affiliation Code* <input type="text" value="Select"/>	Your Name* <input type="text"/>
Phone Number* <input type="text"/>	Email Address* <input type="text"/>
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"/>
Invoice NDC Package Size <input type="text"/>	Invoice Effective Date <input type="text" value="MM/DD/YYYY"/> 

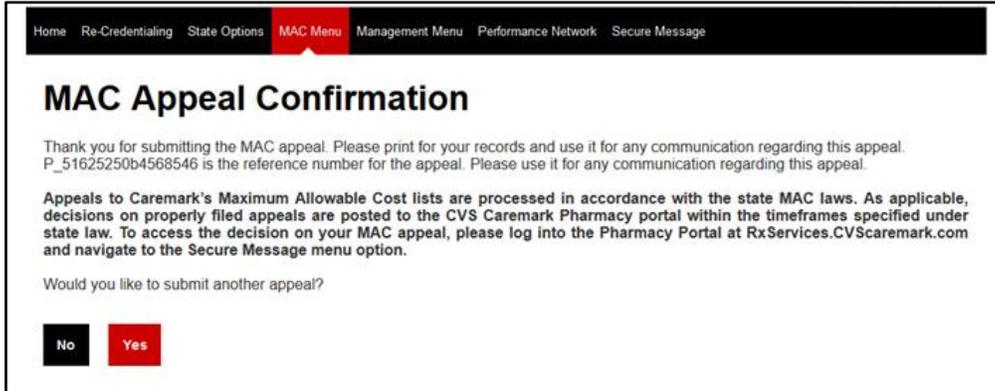
Comments



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

Complete all required fields accurately.

Before submitting your appeal, enter the text shown in the image in the textbox.

Screen 4: MAC Appeal Confirmation

The screenshot shows a web interface with a navigation bar at the top containing links for Home, Re-Credentialing, State Options, MAC Menu (highlighted), Management Menu, Performance Network, and Secure Message. The main heading is "MAC Appeal Confirmation". Below the heading, there is a thank-you message and a reference number: "Thank you for submitting the MAC appeal. Please print for your records and use it for any communication regarding this appeal. P_51625250b4568546 is the reference number for the appeal. Please use it for any communication regarding this appeal." A paragraph follows, explaining that appeals are processed according to state MAC laws and that decisions are posted to the CVS Caremark Pharmacy portal. At the bottom, there is a question "Would you like to submit another appeal?" with two buttons: "No" and "Yes".

After submitting your MAC 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.

Contact the CVS Caremark Network Services by sending an email to RxServices@CVSHealth.com for Pharmacy Portal assistance or questions.