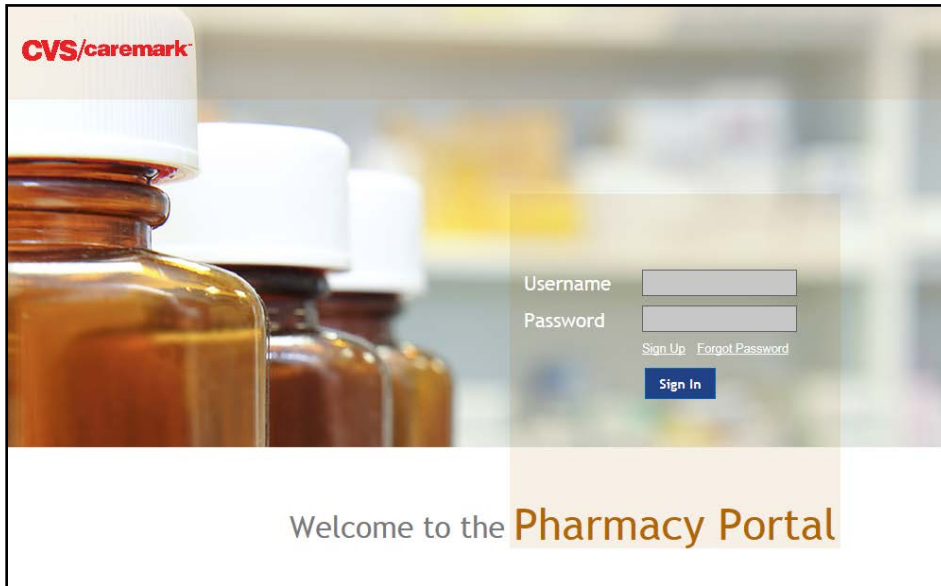


# MAC Appeals

The following is intended to assist pharmacies when navigating within the CVS Caremark Pharmacy Portal in order to submit MAC Appeals.

## Screen 1: Log-in Page



Upon entering the link to the Pharmacy Portal, you will reach the log-in page.

[\(https://rxservices.cvscaremark.com/\)](https://rxservices.cvscaremark.com/)

If you are an individual pharmacy and not already registered to use the Pharmacy Portal, click “Sign Up”, complete the validation procedures, and create a user name and password.

**If you are a chain or PSAO headquarters and not already registered, contact your CVS Caremark Network Account Manager to receive login instructions.**

**Note: 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-credentiating activities. If your pharmacy has previously registered, click on “Sign In”; if your pharmacy has not registered, click on “Sign Up” and follow instructions.**

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from CVS Caremark. There are numerous ways you may opt-out: The recipient may call the toll-free number at 877-265-2711 and/or fax the opt-out request to 401-652-0893, at any time, 24 hours a day/7 days a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@cvscaremark.com](mailto:do_not_call@cvscaremark.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to CVS Caremark to send facsimile advertisements to such person/entity at that particular number. CVS Caremark is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, Caremark pharmacy communications such as new implementation notices, formulary changes, point-of sale issues, network enrollment forms, and amendments to the Provider Manual.

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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.

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 "Continue".

**Screen 3: Welcome Page**

To access the MAC Appeal form, click on "MAC Menu" then "MAC Appeal" from the Home Page.

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**Screen 3: MAC Appeal Form**

Complete all required fields accurately.

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

**Screen 4: MAC Appeal Confirmation**

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 area at **1-866-488-4708** for Pharmacy Portal assistance or questions.

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