

CVS Caremark MAC Appeal Portal: User Guide

 **Portal:** <https://rxservices.cvscaremark.com>

This guide provides essential information for pharmacies using the CVS Caremark MAC Appeal Portal.

Pharmacy Portal Self Signup

Help us understand why you are requesting access to the Pharmacy Portal.

I represent a pharmacy that is currently contracted as a Caremark Provider and need access to the various tools on the Pharmacy Portal.

Enter the Pharmacy Details for the Provider already contracted with Caremark

- Pharmacy Name*
- Pharmacy Address*
- Pharmacy Address 2 (Optional)
- City*
- State*
- 5 Digit Zip Code*
- Phone Number*
- Fax Number*
- NCPDP*
- Pharmacy NPI*
- FEIN*
- State License*
- DEA*
- Desired User Name*
- Job Title*
- First Name*
- Last Name*
- Email Address*
- Re-enter Email Address*

Portal Menu Functions

- **Submit Appeals:** Submit both MAC appeals and non-MAC disputes from this section.
- **MAC Price Lookup:** Use NDC and patient insurance info to view the current MAC reimbursement (updates daily).
- **Medicare Part D MAC Updates:** View upcoming MAC changes for Part D medications.
- **Network Programs:** Access the most recent MAPD contract and enrollment data.
- **Secure Message:** All communication regarding appeals is stored here. You'll receive email notifications for new secure messages.

Account Setup

- **One NCPDP = One Login:** If your pharmacy has multiple NPIs under a single NCPDP, you only need one login per NCPDP.
- **Multiple Location Logins:** Pharmacies submitting appeals for multiple NCPDP locations will need separate logins, each using a different email address.
- **Chain Code Requirement:** Some pharmacies may be required to provide a chain code during account setup.
- **Chain Code Inquiry:** Contact the CVS Caremark Help Desk to find out if your store needs a chain code to submit appeals.
- **Activation Timeline:** Access to the portal may be granted immediately, but it could take up to one business day.