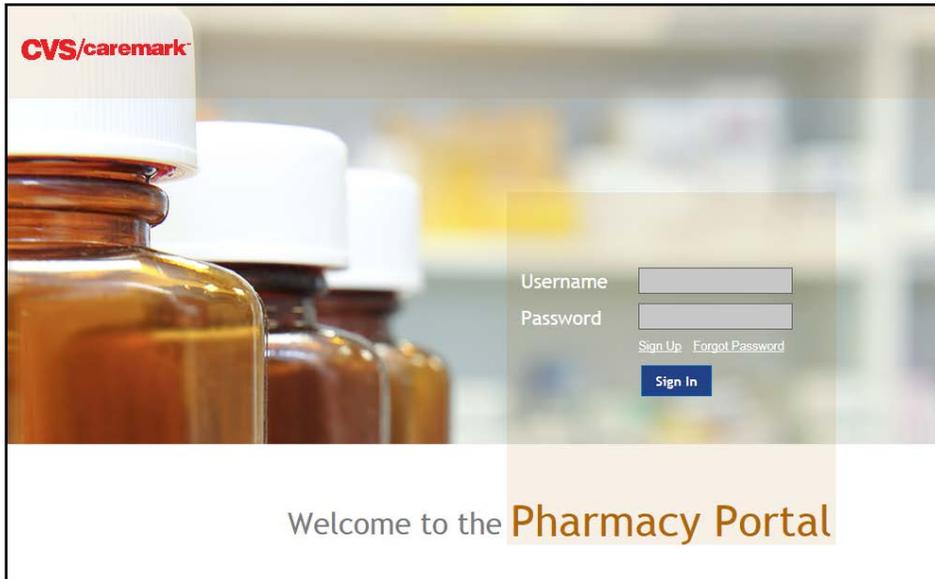


MAC Appeals

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.

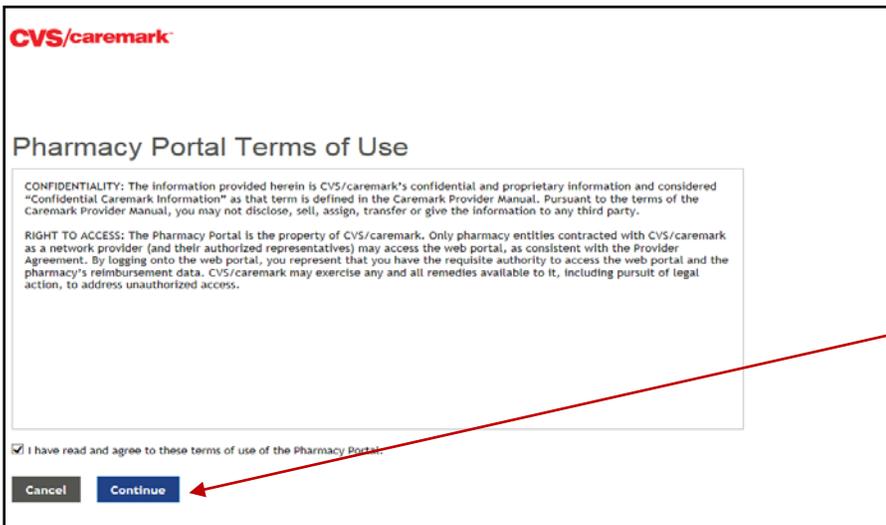
[\(https://rxservices.cvscaremark.com/\)](https://rxservices.cvscaremark.com/)

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

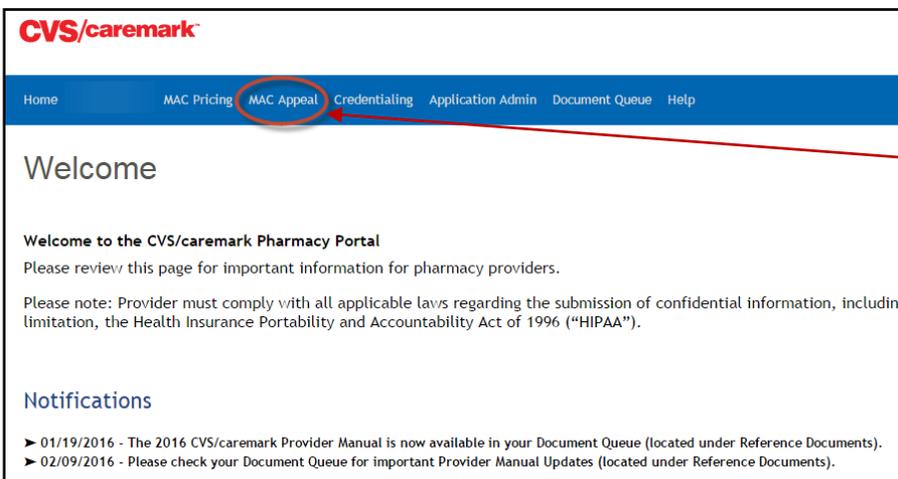
Screen 2: Disclosure Page



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 Appeal" from the Home Page.

Screen 3: MAC Appeal Form

CVS/caremark

Home MAC Pricing **MAC Appeal** Credentialing Document Queue Help

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*	Select	Your Name*	Shwetha Dande
Phone Number*		Email Address*	adinarayana1.chirikonda@CvsCaremark.com
BIN*	Select	Date of Fill*	(mm/dd/yyyy)
Rx Number*		NCPDP (NABP) Number*	
Member ID		Internal Issue Tracking Number	
PCN Number		Invoice Cost	
Invoice NDC Package Size		Invoice Effective Date	(mm/dd/yyyy)
Comments	<input type="text" value="L7NT50"/>		

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

Reset 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

CVS/caremark

Home MAC Pricing **MAC Appeal** Document Queue Help Adherence Programs

MAC Appeal Confirmation

Thank you for submitting the MAC appeal. P_5201c1ddd6055f98 is the reference number for the appeal. Please use it for any communication regarding this appeal.

Would you like to submit another appeal?

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.