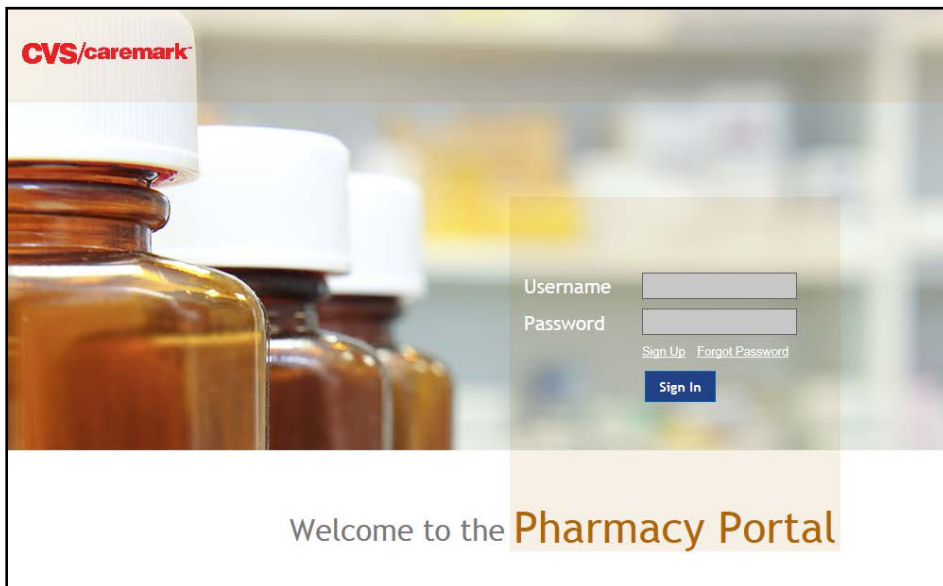


MAC Appeals

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.

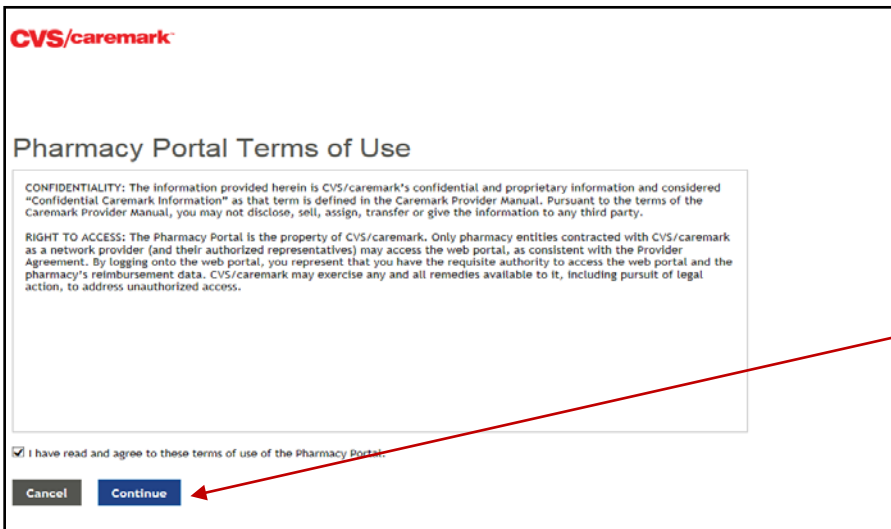
[\(https://rxservices.cvscaremark.com/\)](https://rxservices.cvscaremark.com/)

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.

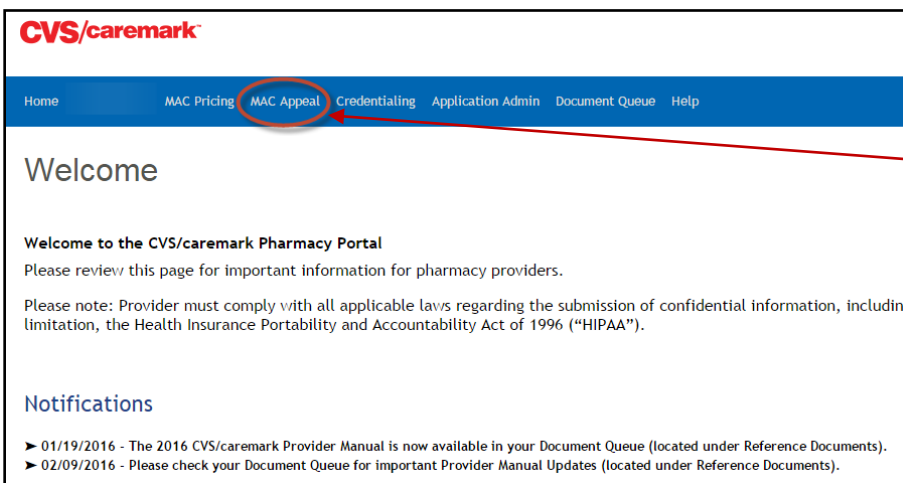
Screen 2: Disclosure Page



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

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.