# MED D - Automatic Refill Program (ARP)

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**Description:** The Automatic Refill Program (ARP) allows beneficiaries to receive prescription refills and renewals of maintenance drugs automatically. This is a benefit provided free of charge to beneficiaries and is available to all beneficiaries unless the client specifically opts out of the program. Certain medications such as controlled substances, specialty drugs, and others are excluded from enrolling in the program and, therefore, will not be eligible for automatic refills.

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| High Level Process | |
| 1. [**Determine**](#EnrollStep1) **if the beneficiary would like to enroll in the Automatic Refill Program.**  * If yes and beneficiary needs a refill, from [**Order Placement**](#EnrollStep2) screen, check the boxes for the prescriptions to be enrolled and proceed to Step 2. * If yes and beneficiary does not need a refill, from **Order Placement** screen:   1. Select the **ReadyFill at Mail** button.   2. Select the medication(s) to enroll.   3. Verify shipping address and payment options.   4. Inform the beneficiary their prescription(s) have been enrolled and end the call. * If no and beneficiary needs a refill, refer to [Prescription (Rx) Refill/Renewal (Order Placement)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004628). | **Reminder:** Review all RXs on file with the beneficiary to ensure they wish to enroll in the program.  **Note:** When placing a refill order, submit the prescription refill request first and then enroll the prescription in the Automatic Refill Program. The Automatic Refill notifications will take effect for the next order. |
| 1. [**Verify**](#EnrollStep5) **shipping address.** | |
| 1. [**Confirm**](#EnrollStep6) **default payment account.** 2. **Confirm member’s communication preferences** | |
| 1. [**Verify**](#EnrollStep7) **the Automatic Refill selections are correct and RECAP the details displayed for each prescription.** | |
| 1. [**Inform**](#EnrollStep12) **the beneficiary their prescription(s) have been enrolled and end the call.** | **Note:** Advise the beneficiary that if the dosage or drug changes, they should notify us immediately either by using the secure beneficiary website to unenroll that prescription from the program or by contacting Customer Care. Refer to [Changes in Prescriber or Medication](#_Changes_in_Prescriber). |

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| Process Flow |

The Process Flow maps are interactive! CCRs can select any box to go directly to the specific steps within the Work Instructions.

**What is the goal of the Call?**

Return Goods

Cancel an ARP order

Check Status of ARP order

Un - Enroll Beneficiary in ARP

Enroll Beneficiary in ARP

Changes in Prescriber / Medication

**Additional Information**

[Automatic Refill Program General Information](#_Auto_Refill_and)

[Automatic Refill Program Alert Notifications](#_Auto_Refill_and_1)

[Automatic Refill Program Enrollment Criteria](#_Fax_Workflow_Navigation)

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**Enroll Beneficiary in ARP**

Does the beneficiary want to refill an Rx and enroll in ARP

No

Yes

Verify ARP Status

Rx is currently enrolled in ARP

Rx is not eligible for ARP

Rx is eligible but not enrolled in ARP

Rx is enrolled but is expired/out of refills

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**Check Status of ARP**

Verify Rx is enrolled in ARP and the order has been generated

Order is not Located

Order Located

ARP date has not been reached

ARP date has been reached

Beneficiary needs the order sooner

Order was created late or in Future Fill

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| Automatic Refill Program General Information |

The Automatic Refill Program allows beneficiaries to receive prescription refills and renewals of maintenance drugs automatically. This is a benefit provided free of charge to beneficiaries and is available to all beneficiaries unless the client specifically opts out of the program.

**Note**: Beneficiaries may not know they are eligible for this benefit. Additionally, some clients can select only refills, only renewals or both.

Customer Care will offer/recommend the Automatic Refill Program when:

* The beneficiary asks about automatically refilling their prescriptions, OR
* The beneficiary has prescription history at Mail Order.

**Note:** Specialty, compound, controlled medications and those medications covered by certain government payers, such as Medicare Part B, are not eligible for enrollment in ARP.

 The Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the first time under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills. In these cases, the beneficiary will **NOT** receive automatic refill notifications, but will instead receive consent to ship alerts.

For information about Carrier to Carrier moves and their impact on ARP, refer to [MED D - Carrier to Carrier Moves & Automatic Refill Program Enrollment](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-010085).

Below are steps to help with promoting the Automatic Refill Program

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| **Step** | **Action** | |
| **1** | Review the opportunities available to the beneficiary within the **View Opportunities** (HEE) Screen. | |
| **If Auto Refill or Auto Renewal is…** | **Then…** |
| Listed | * Present the opportunity using the HEE talk track when appropriate during the call. * Document the beneficiary’s response under the opportunity.   + If the beneficiary wants to take action by enrolling their prescriptions in the program, proceed to [Enrolling a Beneficiary’s Prescriptions in the Automatic Refill Program](#_Using_Fax_Workflow).   For more information about using the View Opportunities talk tracks, refer to [Health Engagement Engine (HEE) – View Opportunities](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-022708). |
| NOT listed | Proceed to the next step if the beneficiary:   * Asks about automatically refilling their prescriptions at some point during the call, OR. * Has prescription history at Mail Order.   Otherwise, Do not offer the Automatic Refill Program. |
| **2** | Determine if the beneficiary has met all the [Automatic Refill Program Criteria](#_Fax_Workflow_Navigation). | |
| **3** | Ask the beneficiary if they would like to hear more about the Automatic Refill Program. | |
| **If the beneficiary replies…** | **Then…** |
| No | Proceed as normal with the call. |
| Yes | Explain the benefits of the program.  We have an automatic refill program to help ensure you don’t run out of your medication. We’ll send you an email, call, or text 23 days before your refill is due and you can confirm or cancel your refill (at least 10 days before the fill date). And when your prescription expires or is out of refills, we will contact your doctor to get a renewal.  **Note:** The term “automatic renewal” is not well understood by members. Bundle automatic refill and renewal into a single description for the member. If the member agrees to enrollment, enroll the member in both Automatic Refill and Automatic Renewal. |
| **4** | Would you like me to enroll your eligible prescription in Automatic Refills? | |
| **If the beneficiary replies…** | **Then…** |
| No | Proceed as normal with the call. |
| Yes | Review all RXs on file with the beneficiary to ensure they wish to enroll in the program.  **Note:** Anyone who is fully authenticated and is authorized to order a refill for a beneficiary, can enroll or un-enroll a beneficiary in the Automatic Refill Program.   * In order to protect patient privacy, the caller must positively identify, without prompting, all medications by Rx name and/or Rx number that they would like to be enrolled or un-enrolled for the beneficiary. * Refer to the [HIPAA Authentication Grid](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-028920) to determine who is authorized to request a refill on behalf of the beneficiary.   Proceed with [verifying beneficiary enrollment requirements](#_Fax_Workflow_Navigation), followed by [enrolling eligible prescriptions.](#_Using_Fax_Workflow) |

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| Automatic Refill Program Alert Notifications |

**Automatic Refill Orders:**

* A first alert is sent 23 days before the calculated date the beneficiary will run out of medication (OR the first alert will be sent when the auto-refill order is created and placed into the Holding period).
* A second alert is sent 6 days later or 17 days prior to the refill date.
* The beneficiary has 16 days to cancel the automatic refill request.
* The order releases from the holding period and begins processing 7 days before the beneficiary will run out of medication.

**Automatic Renewal Orders:**

* A first alert is sent 23 days before the calculated date the beneficiary will run out of medication (OR the first alert will be sent when the auto-refill order is created and placed into the Holding period).
* A second alert is sent 6 days later or 17 days prior to the refill date.
* The beneficiary has 16 days to cancel the automatic refill request.
* Approximately 10 days after the first alert (OR 10 days after the auto-renewal order created), a systematic attempt to contact the doctor for the renewal will occur.
* The order releases from the holding period and begins processing 7 days before the beneficiary will run out of medication.

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| Automatic Refill Program Enrollment Criteria |

In order to enroll in the Automatic Refill Program, a beneficiary must have:

* A primary MOR address on file.
* CMP message preferences selected for Order Status alerts. Refer to [Obtaining an Email Address and Managing Messaging Platform Alerts](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-027674).
* Form of payment is preferred, but not required. However, if the cost of the medication is over the maximum balance allowed, the medication will not ship without payment.

**Reminder:** Review all RXs on file with the beneficiary to ensure they wish to enroll in the program.

Perform the following steps to set up automatic refills, which will take effect immediately upon initial enrollment:

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| **Step** | **Action** | |
| **1** | Navigate to the **Order Placement** screen. | |
| **2** | Determine if the client, beneficiary, and beneficiary’s prescriptions are eligible for the Automatic Refill Program. | |
| **If…** | **Then…** |
| Client has opted out of the Automatic Refill Program | The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible (once CCR hovers over the check box)  **Program Not Available for Client**  Do not offer the Automatic Refill Program to the beneficiary. |
| Beneficiary has been un-enrolled from the Automatic Refill Program | The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible (once CCR hovers over the check box).  **Participant Restricted**  Do not offer the Automatic Refill Program to the beneficiary. |
| Beneficiary does not currently have any prescriptions eligible for the Automatic Refill Program | The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out and the specific reason will be visible (once CCR hovers over the check box)  **Messages vary**  Advise beneficiary to check back in the future if new prescriptions are filled. |
| Beneficiary is in Hospice | Beneficiary will automatically be unenrolled in Automatic Refill Program.  The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible (once CCR hovers over the check box).  **MED D MEMBER ENTERED HOSPICE**  Do not offer the Automatic Refill Program to the beneficiary. |
| Beneficiary is in LTC facility | Beneficiary will automatically be unenrolled in Automatic Refill Program.  The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible (once CCR hovers over the check box)  **MEDD BNF ENROLLED IN LTC**  Do not offer the Automatic Refill Program to the beneficiary.  For further questions, refer to [MED D – Long Term Care (LTC)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2938721-8d9d-46b8-b2cd-b98b75277fa8). |
| Beneficiary is eligible for the Automatic Refill Program | None of the above scenarios display then proceed to next step. |
| Beneficiary’s CMP preferences are not set for Order Status Alert | The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible.  **No Messaging Preferences set for <Beneficiary’s Name>**  The beneficiary must have CMP message preferences selected for Order Status alerts to enroll in the Automatic Refill Program. Refer to [Obtaining an Email Address and Managing Messaging Platform Alerts](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-027674). |
| **Note:** The **Auto Refill and Auto Renew** check boxes will be deactivated and grayed out with the following message being visible (once CCR hovers over the check box) if accessed from the New Rx Request screen.  **MEDD NO DRUG CLAIM HISTORY** | |
| **3** | Verify that the beneficiary has met all requirements. | |
| **If…** | **Then…** |
| The following error message is displayed  **“No primary MOR address”** | Select the **Fix** button under the **Shipping Address & Messaging Preferences** section to navigate to the **Contact Info** screen.   * Verify the beneficiary’s shipping address and follow the [Address Email and Phone Number Changes standard procedure](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004566) for adding the address to the profile. * Select **Back** to return to the **ARP Summary** screen. * In addition to Order Status updates, select **Send Notification** to Caremark.com Secure Message Center checkbox on the Messaging Platform (MP) Set Preferences screen.   + If this is not selected, the **Summary** screen remains in a Read Only status and displays an error message.   **Disclaimers:**   * All of the beneficiary’s prescriptions that are enrolled in the program must be shipped to one primary address.   + The shipping address is assigned at the member level, not the prescription level.   **Example:** If a beneficiary asks that one prescription be shipped to their home address, but another be shipped to their work address; this is not an available option for the Automatic Refill Program.   * + - The beneficiary needs to choose between having both prescriptions sent to either their home or work address, **OR** only enrolling one prescription in the Automatic Refill Program and manually ordering the other. * Prescriptions can be sent to a different family member’s primary address by selecting that beneficiary’s name in the Ship to drop-down box.   + If the other family member’s primary address is changed, the prescriptions are sent to the new address for that family member.   **Note:** If MOR default address is incorrect, only the beneficiary or POA/Legal Representative (Guardian) can update their default address. Authorized party callers cannot add or change a permanent mail address. |
| The following message is displayed  **“No default payment Account”** | * Select the **Add** button under the **Payment Account** section. * Verify the payment type the beneficiary would like to use for future orders and follow the procedures for adding a credit card, or electronic checkaccount to the profile. Refer to:   + **Internal**   [Payment Maintenance Add, Edit and Remove (Credit Card and eCheck)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-010987)   * + **Vendors**   [Payment Maintain Credit Card (Vendor Sites Only)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-029377)   * Select **Close** to return to the **ARP Summary** screen. * Inform the beneficiary the selected payment account is automatically charged when future orders are received, unless a different form of payment is provided. It will also be charged for any outstanding balance due.   **Note 1:** Beneficiaries are **not** required to have a default payment account on file to enroll in the Automatic Refill Program. However, if the cost of the medication is over the maximum balance allowed, the medication will not ship without payment.   * Ask for a default payment account during the enrollment process, but if the beneficiary says they do not want to use one (they do not have a copay, have used Fill and Bill in the past, etc.), continue with the enrollment process.   **Note 2:** Like any other orders that do not have a payment, Automatic Refill Program orders may be held if there is a past due balance on account.   * This also applies if the amount due is over the client’s agreed upon threshold. * If an order is held for payment and the Accounts Receivable department is unable to secure a payment or make other arrangements with the beneficiary, the order may be canceled. |
| The following error message is displayed  “**Member does not have Order Status and Secure Messaging enabled.**” | * Select the **Fix** button under the **Shipping Address & Messaging Preferences** section to navigate to the **Contact Info** screen. * Verify the type of communication the beneficiary would like to receive for the “Order Status” option. * Follow the [Obtaining an Email Address and Managing Messaging Platform Alerts](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-027674) to enter the message preferences to the profile. * Select **Update** button to save the message preferences to the profile. * Select **Back** to return to the **ARP Summary** screen. * In addition to Order Status updates, select **Send Notification** to Caremark.com Secure Message Center checkbox on the Messaging Platform (MP) Set Preferences screen.   + If this is not selected, the **Summary** screen remains in a Read Only status and displays an error message.   **Note:** The “Order Status” option for CMP is directly tied to the Automatic Refill Program. The beneficiary cannot opt out of the order status notification if they have prescriptions enrolled in the Automatic Refill Program. |
| None of the above messages are displayed (with the exception of No Default Payment Account Available) | The beneficiary has met all of the requirements for enrollment in the program. |

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| Enrolling a Beneficiary’s Prescriptions in the Automatic Refill Program |

The Automatic Refill Program is a benefit primarily focusing on maintenance medications. Certain medications such as controlled substances, specialty drugs, compound medications, and others covered by certain government payors such as Medicare Part B, are excluded and, therefore, are not eligible for program enrollment.

To ensure continuous therapy for the plan beneficiary, the best opportunity to enroll a plan beneficiary’s prescription(s) into the Automatic Refill Program occurs during a prescription refill call.

While placing a refill order, submit the prescription refill request first and then enroll the prescription in the Automatic Refill Program.

Enrolling a plan beneficiary’s prescriptions into the program can be performed:

* While placing a refill order. Submit the prescription refill request first via the order placement screen and then enroll the prescription in the Automatic Refill Program. If the prescriber does not respond to our fax for a renewal prescription, PeopleSafe has been updated to identify the new prescription by the medication’s GPI number. This should ensure that the beneficiary’s prescription remains enrolled in the program.
* If the beneficiary is interested in the Automatic Refill Program and has an open bridge supply order, then they should wait until they receive their bridge supply order first. This would include if the bridge supply order is Future Filled for a later date. They can then enroll in the Automatic Refill Program.
* Do not enroll in the Automatic Refill Program at the same time a bridge supply is requested as doing so will delay the order.

 Starting in January 2020, the Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the first time under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills.In these cases the beneficiary will **NOT** receive automatic refill notifications, but will instead receive consent to ship alerts.

**Note:**

* Prescriptions that are from prior PBMs or moved from other Caremark plans are not eligible for the Automatic Refill Program until they have been filled at least once under the new plan.
* Prescriptions cannot be enrolled in the Automatic Refill Program during Fast Start. The prescription must be filled at least once to be eligible for enrollment.

Perform the steps below:

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| **Step** | **Action** | | | |
| **1** | Determine if the beneficiary would like to refill a prescription and enroll in the Automatic Refill Program.  [Return to High Level Process](#_High_Level_Process) | | | |
| **If...** | | | **Then...** |
| Yes | | | Proceed to Step 2. |
| No | | | Proceed to Step 9. |
| **2** | Access the **Order Placement** screen.  Verify the Auto Refill and Renew status of the prescriptions listed on the screen by viewing the Auto Refill and Auto Renew check boxes.    [Return to High Level Process](#_High_Level_Process) | | | |
| **If…** | | **Then…** | |
| Prescription is currently enrolled in the Automatic Refill Program | | Corresponding **Auto Refill and/or Auto Renew check box (s)** is selected for the prescription. | |
| Drug is not eligible for the Automatic Refill Program | | Corresponding **Auto Refill and/or Auto Renew** check boxes is deactivated (grayed out).  **Hover** mouse over the check boxes to determine the reason the drug is not eligible.  **Note:** Specialty, compound, controlled medications and those medications covered by certain government payors, such as Medicare Part B, are not eligible for enrollment in the Automatic Refill Program. | |
| Prescription is eligible for the Automatic Refill program, but has not yet been signed up | | The corresponding **Auto Refill and/or Auto Renew** check box(s) will be available for selection. | |
| Prescription was enrolled in the Automatic Refill Program, but is now expired or out of refills | | Sort the prescription list on the order placement screen (by prescription name) for the prescription and its new Rx number.  The corresponding **Auto Refill and/or Auto Renew** check box(s) is selected for the prescription. | |
| **3** | Check the appropriate check boxes for the eligible prescriptions that the beneficiary would like to enroll in the Automatic Refill Program.  **Reminder:** Review all RXs on file with the beneficiary to ensure they wish to enroll in the program.  **Notes:**   * When placing a refill order, submit the prescription refill request first and then enroll the prescription in the Automatic Refill Program. The automatic refill notifications will take effect for the next order. * Some clients may only elect to implement either automatic refills or automatic renewals, but not both. Regardless, only refer to automatic refills when enrolling a prescription into the program for the beneficiary.   + If the client only has automatic renewals implemented, you will only be able to enroll prescriptions into automatic renewals.   **Note:** When doing so for a beneficiary, it is important to advise the beneficiary that only the first fill of a new prescription that will be automatically refilled and that they will need to manually fill the remaining refills on the prescription (i.e., on their own) through CVS Mail Service pharmacy.    **Note:** The **Order Placement** screen will display all of the beneficiary’s prescriptions filled through Mail Order, however, only those that are eligible for the Automatic Refill Program can be selected. If a prescription is ineligible, the Auto Renew and Auto Refill check boxes will be deactivated.  **Reminder:** Enrolling a prescription in Auto Renew is not a guarantee that a new Rx will be obtained after the old one expires or has no remaining refills. It is the prescriber’s responsibility to respond to our attempts to renew the prescription. Not responding in a timely manner will result in a delayed order.  [Return to High Level Process](#_High_Level_Process) | | | |
| **4** | Click **Continue** button.  **Result:**   * **ARP Summary** screen displays. * In the **Rxs selected for ReadyFill at Mail** section at the top of the screen, the selected prescriptions and the selected ReadyFill at Mail program displays.   [Return to High Level Process](#_High_Level_Process) | | | |
| **5** | Verify the shipping address shown on the screen.   * If changes need to be made, click the **Change** button under the **Shipping Address & Message Preferences** section to make the appropriate changes. Refer to [Address, Email and Phone Number Changes](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004566).   [Return to High Level Process](#_High_Level_Process) | | | |
| **6** | Confirm the default payment account shown on the screen by verifying the following information:   * Last 4 digits and expiration date for credit cards. * Financial institution and account type for electronic checks.   If changes need to be made, click **Change** button under the **Payment Account** section.  Refer to:   * **Internal**   [Payment Maintenance Add, Edit and Remove (Credit Card and eCheck)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-010987)   * **Vendors**   [Payment Maintain Credit Card (Vendor Sites Only)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-029377)  [Return to High Level Process](#_High_Level_Process) | | | |
| **7** | Using the **Rx’s selected for ReadyFill at Mail** section at the top of the screen; verify the Auto Refill and Auto Renewal selections are correct.    [Return to High Level Process](#_High_Level_Process) | | | |
| **If…** | **Then…** | | |
| Correct | Continue to next step. | | |
| Not Correct | Click on the **Back** button.   * Return to [Step 4 of the Enrolling a Beneficiary’s Prescriptions in the Automatic Refill Program section](#EnrollStep4) to resume ARP enrollment. | | |
| **8** | Select the **Save** button and proceed to step 12.  **Result:** The message **ReadyFill at Mail enrollment changes confirmed** is displayed, confirming the enrollment of the selected prescription(s) into Auto Refill and/or Auto Renewal.  **Note:** When enrolling a prescription into the Automatic Refill Program in conjunction with placing a refill order, the Order Placement Refill Summary displays to complete the plan beneficiary’s prescription refill order. Refer to [Prescription (Rx) Refill/Renewal (Order Placement)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004628).  [Return to High Level Process](#_High_Level_Process) | | | |
| **9** | Access the **Order Placement** screen and select the **ReadyFill at Mail** button.    **Result:** ReadyFill at Mail screen displays.  [Return to High Level Process](#_High_Level_Process) | | | |
| **10** | Select the medication(s) the beneficiary would like to have enrolled in the program.    **Note:** Please confirm beneficiary’s shipping address and payment options for the program.  [Return to High Level Process](#_High_Level_Process) | | | |
| **11** | Select **Save**.    [Return to High Level Process](#_High_Level_Process) | | | |
| **12** | Inform the beneficiary their prescription(s) have been enrolled in the program and they will receive a notification (via the communication channel they selected) before the next order is sent, allowing them to cancel if the prescription(s) is no longer needed or change the order (e.g., change their shipping address or shipping date).   * Advise the beneficiary that if the dosage or drug changes, they should notify us immediately either by using Caremark.com to unenroll that prescription from the program or by contacting Customer Care. Refer to [Changes in Prescriber or Medication](#_Changes_in_Prescriber).   Starting in January 2020, the Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the first time under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills. In these cases the beneficiary will **NOT** receive automatic refill notifications but will instead receive consent to ship alerts.  [Return to High Level Process](#_High_Level_Process) | | | |

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| Un-Enrolling a Beneficiary’s Prescription from the Automatic Refill Program |

If the beneficiary has selected Telephone Calls and or Text Messages as the preferred method for messaging alerts, they will receive written notification 30 days in advance of the anticipated ship date (in addition to their standard MP Messaging). The letter will contain an Opt-Out Form.

**Note:** Anyone who is fully authenticated and is authorized to order a refill for a beneficiary, can enroll or unenroll a beneficiary in the Automatic Refill Program.

* In order to protect patient privacy, the caller must positively identify, without prompting, all medications by Rx name and/or Rx number that they would like to be enrolled or unenrolled for the beneficiary.
* Unenrolling prescriptions from the Auto-Refill/Renewal program will put any in-process orders on indefinite hold including orders in future fill status.
  + When provider contact has been initiated, the provider approved the auto-renewal, and the beneficiary requests to remove the Rx from ARP, it will remain scheduled until the future fill date, after which it will be placed on indefinite hold.

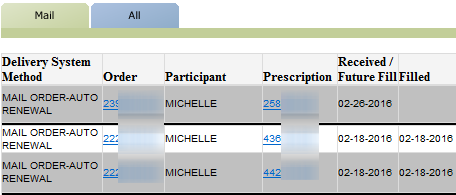
Perform the steps below:

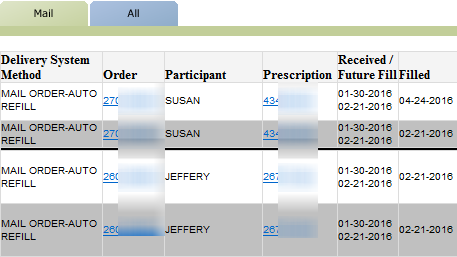
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| **Step** | **Action** | | |
| **1** | Review the PeopleSafe Main screen for any **OPEN ORDER** with a prescription that the beneficiary would like to remove from the Automatic Refill Program. | | |
| **If...** | **Then...** | |
| Locate an open order with a prescription the beneficiary wants to unenroll from ARP | Verify if the beneficiary would like the order to continue processing. | |
| **If...** | **Then...** |
| Yes | Educate the beneficiary that the Rx(s) cannot be disenrolled from the Auto-Refill/Renewal program at this time, as unenrolling would automatically place the order on a hold.  Once the order is received, the beneficiary may go to Caremark.com or call Customer Care to disenroll from the ARP. |
| No | * If the beneficiary would like to stop the entire order, proceed to the [Canceling an AutoFill Order](#_3/8/18_Canceling_an) section below. * If the beneficiary would like to stop just the prescription that was enrolled in the ARP, proceed to **Step 2**.   **Note**: If the order is in dispensing, send a stop tote to request the individual prescription be placed on hold after following the unenrollment process outline in this section. Refer to [Stop Tote Requests](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=df317ee5-a164-461d-b04b-10c739ec3240), as needed. |
| Do NOT locate any open orders with an Rx the beneficiary wants to unenroll from Rx AutoFill | Proceed to **Step 2**. | |
| **2** | Access the **Order Placement** screen. | | |
| **3** | Remove the check marks from the check boxes next to the prescription(s) that the beneficiary wants to remove from the Automatic Refill Program. | | |
| **4** | Select the **Continue** button.  **Result:** Removes the prescription(s) from Auto Refill and/or Auto Renewal.  The **Summary** screen and the following items display.   * In the Rx’s selected ARP section, the Enrollment Change status of **UNENROLL** displays under the appropriate ARP program. * Once all information has been verified select **Save** at the bottom left hand corner to complete the unenrolling process and save the changes.     **Notes:**   * When un-enrolling a prescription from Auto Refill and Auto Renewal in conjunction with placing a refill order, the **Order Placement Refill Summary** screen displays to complete the plan beneficiary’s prescription refill order. Refer to [Prescription (Rx) Refill/Renewal (Order Placement)](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004628). * If caller wants the order to continue notate the following in Order level Comments: “Removed (Rx name) from ARP. (Caller Name) requested to have order continue processing and ship.” | | |

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| Checking the Status of an Automatic Refill Order |

When an order for a prescription enrolled in the Automatic Refill Program is generated in the system, it displays on the Main screen in PeopleSafe and can be easily identified by the Delivery Method System “**MAIL ORDER-AUTO RENEWAL”** or **“MAIL ORDER-AUTO REFILL”**.





When a beneficiary is enrolled in the program, CVS Caremark will notify the beneficiary **twice** prior to processing and shipping any automatic refills of prescriptions. Beneficiaries choose to receive notifications by email, phone call or text message via the Caremark Messaging Platform (CMP). When the notification goes out, CVS Caremark waits a set number of days prior to processing the order. This time frame ensures beneficiaries who no longer want the prescription to be filled are able to cancel the order.

|  |  |  |  |  |
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| **Program** | **Rx Days Supply** | **Beneficiary Notification Date** | **Federal Trade Commission (FTC)**  **Holding Period** | **Date Order Begins Processing** |
| Auto Refill | 0-89, 91-366 | 23 days prior to the refill date | 16 days | 7 days prior to running out of medication |
| Auto Refill | 90 | 23 days prior to the refill date | 16 days | 7 days prior to running out of medication |
| Auto Renewal | 0-366 | 23 days prior to the refill date | 16 days | 7 days prior to running out of medication |

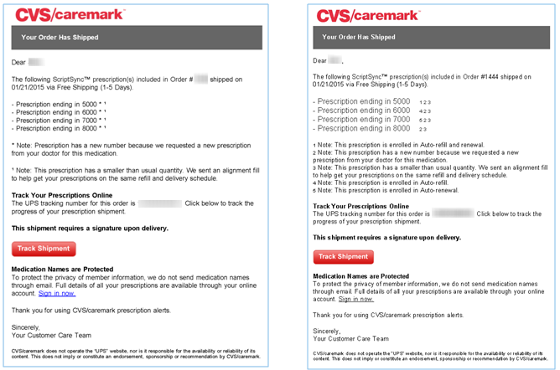
**Note:** Federal Trade Commission Hold is the number of days an automatic refill is held in Future Fill Hold during which time the order can be changed or cancelled in PeopleSafe or on Caremark.com.

**Refer to:**

* [MED D - Initial Automatic Refill Member Letter](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-026601)
* [MED D - Initial Automatic Renewal Member Letter](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-026602)
* [MED D - Follow-Up Automatic Refill Member Letter](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-026603)
* [MED D - Follow-Up Automatic Renewal Member Letter](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-026604)

 Starting in January 2020, the Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the first time under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills. In these cases the beneficiary will **NOT** receive automatic refill notifications but will instead receive consent to ship alerts.

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| **Question** | **Answer** |
| **How do I know when an order will be created?** | Automatic comments are added to the **View Comments** screen at the **prescription level** following enrollment into the Automatic Refill Program. These comments provide the date in which Auto Refill and Renewal creates the order. They also indicate how the Rx was enrolled or un-enrolled, either through Customer Care (displays the CCR name) or Caremark.com (displays “portal”). |
| **How will the beneficiary know when an order will be created?** | When enrolled on the Automatic Refill Program, the beneficiary receives their preferred CMP alerts notifying them that an order has been created. They can then track the order progress via the Caremark.com Order Status screen. |
| **Could the automatic refill date change from what was originally shown in the prescription level comment or the beneficiary’s Rx label?** | Yes, the date could change. The Automatic Refill scheduler will look at previously shipped orders for the medication to determine if the beneficiary may have accumulated too much medication. If so, the next automatic refill order will be rescheduled for a later date. When this occurs, an automatic comment is added at the prescription level indicating the new automatic refill date. |
| **How will the beneficiary know when an order has been shipped?** | When enrolled on the Automatic Refill Program, the beneficiary receives their preferred CMP alert notifying them that the order has been shipped. They can then track the order progress via the Caremark.com Order Status screen. The messaging identifies if prescriptions in the order are currently enrolled on the Automatic Refill Program. |
| **Duplicate Prescriptions** | * If a medication is already enrolled in the Automatic Refill Program, the ARP enrollment checkbox for the duplicate prescription will be disabled. When you hover over the disabled enrollment checkbox, hover text will say “Duplicate Prescription”. * If you try to enroll multiple prescriptions for the same medication (GPI-14) in ARP at the same time, you will receive a pop-up message and be unable to enroll the duplicate prescriptions. |
| **If a prescription is placed on hold that is on automatic refill, does that prescription remain on automatic refill once the hold is taken off or does it go back into beneficiary’s order placement?** | The prescription that is placed on hold will process and the beneficiary’s subsequent refills will remain in the Automatic Refill Program. Placing a prescription on hold does not remove subsequent refills from ARP. |



**Automatic Refill and Renewal Order Shipped Alerts**

If a beneficiary asks about the status of an Automatic Refill Program order, perform the following steps:

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| **Step** | **Action** | | | | | |
| **1** | Verify that the Rx is enrolled in the Automatic Refill Program. | | | | | |
| **2** | Check the **Main** screen to determine if an order for the Rx has been generated. | | | | | |
| **If the order is…** | **Then…** | | | | |
| Located | Advise the beneficiary that the order will be processed on the Future Fill date shown.  **Beneficiary Needs Medication Prior To Date Set to Receive:**  If the beneficiary needs a medication sooner than the date it is set to be refilled or renewed, an override is not always necessary. The date for the automatic refill order may not coincide with the plan's utilization rate. If in doubt run a Test Claim, if it pays, then release the order through the Order Status Screen/Manage Diverts (Refer to [Manage/Resolve Diverts – Immediate Release of Orders](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PRD1-117593).) If it rejects for Refill to Soon, then advise the beneficiary accordingly to the plan utilization rate based on last fill. | | | | |
| **If…** | | **Then…** | | |
| Beneficiary needs the order sooner due to travel, etc. | | Review the CIF to determine if an early refill override is possible. | | |
| Order was created late, or appears to be stuck in Future Fill | | Refer to [Manage/Resolve Diverts – Immediate Release of Orders](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PRD1-117593).  **Note:** Once resolved, refresh the screen to ensure the order moved from Future Fill and began processing. | | |
| Not found | Refill/renewal date may not have been reached. Check for comments at the prescription level to determine when the order will be created: | | | | |
| **Step** | **Action** | | | |
| **1** | Click on the prescription number on the **Main** screen. | | | |
| **2** | Click **View Comments** button. | | | |
| **3** | Choose the prescription number from the Type drop down. | | | |
| **4** | Click the **Search** button. | | | |
| **5** | Review the Comments for scheduling information.  **Note:** The date provided in the Prescription Level Comments is the date that the order was created, not the date that the order begins processing.  **Example 1:** Shows that the prescription was enrolled by the beneficiary on the portal (Caremark.com), and that the automatic refill order creates on 8/09/2019. On that date, CMP notifies the beneficiary that the prescription is about to be refilled. Seven days later the order begins processing in the pharmacy.    **Example 2:**  The automatic refill was rescheduled for a later date due to accumulation of medication from prior fills. | | | |
| **If the Refill/Renewal Date has…** | | **Then…** | |
| Not been reached | | Inform the beneficiary that their prescription is not due for refill/ renewal at this time, and that the system will automatically create their order when it is due. | |
| Been reached, but the order was never created | | Inform the beneficiary that you will place an order for the prescription right away.  Determine how much medication the beneficiary has on hand. | |
| **If…** | **Then…** |
| At least seven (7) days supply | Place the order via the refill screen. |
| Less than seven (7) days supply | Place the order via the refill screen.   * Provide [Short Term/Bridge Supply options](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PCP1-017906) to ensure the beneficiary does not run out of medication. |
| **Note:** This is a LINKS system issue that needs to be reported. After completing the call, provide the ID number and prescription information to your Supervisor so that IT can look into why the order was not created. | |

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| Canceling an Automatic Refill Order |

Beneficiaries are given the opportunity to cancel an automatic refill order before it is processed. The order can be cancelled via Caremark.com or by calling Customer Care, or by mailing in a cancellation form (which can be downloaded from portal). CMP notifications handled through the IVR forwards the call to Customer Care if the beneficiary selects the option to cancel the order.

**Note:** Canceling an automatic refill order removes/un-enrolls the prescription from the Automatic Refill Program. If the beneficiary needs to fill the prescription in the future, they will need to manually initiate the request.

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| **Step** | **Action** | |
| **1** | Follow the standard procedure for [Cancelling an Order or Prescription Refill or New Prescription.](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-004761)  **Note:** You must CANCEL the entire order. Do NOT place the prescription on indefinite hold. If the caller does not want to cancel the entire order, refer to the [Un-Enrolling a Beneficiary’s Prescription from the Automatic Refill Program](#_Voiding_the_Prescription(s)) section above. | |
| **2** | Advise the beneficiary that the **prescription will be removed** from the Automatic Refill Program.   * If the prescription is needed in the future, the plan beneficiary needs to manually initiate the request, either by placing an order through the IVR, Caremark.com, or by calling Customer Care. * For prescription renewals, a new prescription can be mailed or faxed in by the prescriber. * The prescription can then be re-enrolled in the Automatic Refill Program at that time. | |
| **If…** | **Then…** |
| Prescription was in the Automatic Refill Program and the fax request for a renewal prescription was sent to the prescriber, but the prescriber did not respond | * Advise the beneficiary to notify their prescriber that they no longer need the prescription and should not respond to the fax request. * Enter a Stop See comment to ensure that if the prescriber does respond later, the prescription will not be filled. Refer to [Stop See Comments](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-007009). |

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| Messaging Platform (MP) Notifications for AutoFill |

When an ARP order is generated, it is placed into Future Fill and the MP notification is sent to the beneficiary.

**Note:** Beneficiaries should be encouraged to select **Email** as the preferred method of contact for these notifications if they do not wish to also receive written communications via mail notifying them of their Auto Refill and/or Auto Renew notifications.

In order to make this a consistent process, all auto refill orders will start 23 days prior to the member running out of medication.

Prescribers are contacted for all auto renewal orders after the order releases from the FTC holding period. The prescriber is given a couple days to respond before placing the prescription into doctor hold. This will now provide the doctor 8 days to respond prior to placing the prescription into doctor hold.

The Messaging Platform (MP) notification timing depends on the delivery method selected by the beneficiary:

|  |  |
| --- | --- |
| **If the beneficiary has selected…** | **Then…** |
| **Email** as the delivery method for AutoFill notifications | MP Messaging allows **sixteen (16)** days for the beneficiary to cancel the order if it is no longer needed.  Notifications will be sent to the beneficiary based on the time schedule below:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to member running out of medication. |
| **Telephone Calls** or **Text Message** as the delivery method for AutoFill notifications | The beneficiary will receive a phone call or text message 23 days in advance of their auto refill/renewal.  Notifications will be sent to the member based on the time schedule below for Auto Refill:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to member running out of medication. |

**How do I know when an order will be created?**

Automatic comments are added to the **View Comments** screen at the **prescription level** following enrollment into Auto Refill or Auto Renewal. These comments provide the date in which ARP will create the order. They also indicate how the Rx was enrolled or unenrolled, either through Customer Care (displays the CCR name) or the secure beneficiary website at Caremark.com (displays portal).

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| Returned Goods |

Starting in January 2020, the Centers for Medicare and Medicaid (CMS) requires that CVS Caremark offer a full refund to the Beneficiary for any unwanted or unneeded prescriptions refilled through the Automatic Refill Program, **regardless of whether the medication is returned by the Beneficiary (or by a representative of the Beneficiary)**, unless the prescription has been either partially or fully consumed.

Refer to [MED D - Return Order for Refund - Copay Credit - CCR & Senior Process](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PRD1-099571).

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| Changes in Prescriber or Medication |

If a beneficiary indicates that they have a new prescriber or their medication has changed (new drug, strength, dosage, etc.) for a prescription currently enrolled in the Automatic Refill Program, perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Un-enroll the prescription in question from the program.   * Refer to [Un-enrolling a Beneficiary’s Prescriptions from the Automatic Refill Program](#_Un-Enrolling_a_Beneficiary’s) |
| **2** | Offer the FastStart program to obtain a new prescription. Refer to [Obtaining a New Prescription for the Member](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PRD1-058827). |
| **3** | Educate the beneficiary on the ARP opportunity if the **Auto Refill** and/or **Auto Renew** checkboxes are present and available.    The Automatic Refill Program allows you to automatically receive prescription refills at the appropriate time, without having to manually place the order with us. And we’ll contact your prescriber for a new prescription when your current one runs out of refills or expires.  Refer to [Automatic Refill Program Including Questions and Answers](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-PRD1-086374) for answers to general program questions and FAQs.  **Note:** Anyone who is fully authenticated and is authorized to order a refill for a beneficiary, can enroll or un-enroll a beneficiary in the Automatic Refill Program.   * In order to protect patient privacy, the caller must positively identify, (without being prompted by the CCR), all medications by Rx name and/or Rx number that they would like to be enrolled or un-enrolled for the beneficiary. * Refer to the [HIPAA Authentication Grid](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-028920) to determine who is authorized to request a refill on behalf of the beneficiary. * If the prescriber does not respond to our fax for a renewal prescription, PeopleSafe has been updated to identify the new prescription by the medication’s GPI number. This should ensure that the beneficiary’s prescription remains enrolled in the Automatic Refill Program.   Ask the beneficiary to check the invoice when they receive their medication to confirm the prescription was enrolled into the program.   * If the confirmation is not present, instruct the beneficiary to contact us. |

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| Log Activity |

Automatic Refill Program enrollment changes are auto-documented by PeopleSafe.

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| Related Documents |

[MED D - Carrier to Carrier Moves & Automatic Refill Program Enrollment](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\TSRC-PROD-010085)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\64MRNRUK\CMS-2-017428)

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