# MED D - Refill Status Issue

[Process](#_Toc84839514)

[Related Documents](#_Toc84839515)

**Description:** This document provides the steps a CCR should take when a prescription becoming “stuck”, when the refill has been submitted by Customer Care.

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| Process |

Beneficiaries have been contacting customer care to check the status of their orders, but they are **NOT** reflecting on the Main Screen. Instead, the prescriptions are remaining in the Refill Status Screen. If it has been **24 hours** since the prescription was refilled and it is still showing in Refill Status, follow the below steps.

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| **Step** | **Action** | |
| **1** | Check the Refill Status Screen. | |
| **If...** | **Then...** |
| Able to locate prescription | A Manual Refill task is needed.   * **Task Category:** Order Placement * **Task Type:** Refills Request - Manual * **Queue:** Order Placement – Participant Services * **Reason Box:** Unable to process using the Order Placement screen.     Include the following information when the caller wants to use multiple methods of payment. In the notes section of the task include:   * Payment method #1 (type and last 4 digits) * Amount to apply to payment method #1 * Payment method #2 (type and last 4 digits) * Amount to apply to payment method #2     **Note:** Never list out the complete credit card number or electronic banking numbers; however check the **Maintain Payment Options** to verify that the method of payment is listed inside the payment options. Verify with the beneficiary the last four digits shown and expiration date is correct. |
| Unable to locate the prescription in the Refill Status Screen | Verify if the order is located on the Main Screen. |
| Unable to locate in Refill Status Screen or Main Screen | Refer to [Prescription (Rx) Refill Order](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a). |
| **Note:**  If the beneficiary expresses dissatisfaction, the grievance will be Quality of Care because a system issue caused the delay of medication. Refer to [MED D - Grievances Index](TSRC-PROD-007931). | |

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [MED D - Grievances Index](TSRC-PROD-007931)

**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](CMS-2-017428)

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