# MED D - Blue MedicareRx (NEJE) - After Hours/Weekend Prescriber/Pharmacy Callback Process

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| Overview |

This document will assist Blue MedicareRX CCR’s when receiving a request to make an outreach to a prescriber or pharmacy during the evening hours, weekends, and/or holidays.

**** This work instruction applies to Blue MedicareRx (NEJE) beneficiaries only**.**

**\*\*\*ONLY TO BE USED during After Hours and Weekend\*\*\***

**Always attempt** to do all that you can when speaking with the beneficiary/caller. If you cannot completely resolve the reason for the call after utilizing all applicable work instructions, follow the below process to avoid a return call.

For repeat callers, follow the appropriate Repeat Caller Process:

* **PeopleSafe process:** [Handling Repeat Callers: Multiple Calls, Same Issue](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=01ded425-9976-4840-b360-4619266505fc)
* **Compass process:** [Compass - Handling Repeat Callers: Multiple Calls, Same Issue](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba08434f-a17e-41de-9428-33f453416a6b)

 If the beneficiary is out of medication or will run out over the weekend or holiday, refer to the appropriate document to educate the beneficiary on alternatives as these requests will not be worked until the next business day.

* **PeopleSafe process:** [Member is Low or Out of Medication](TSRC-PROD-046109)
* **Compass process:** [Compass - Member Low or Out of Medication](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9)

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| CCR Process |

Use the process below when a call is received:

* Monday thru Friday between the hours of 5:00 PM – 8:00 AM EST (Adjust based on your time zone)
* Saturday and Sunday
* Company Holidays

**AND**

* Prescription requires further information from prescriber
* Claim rejected at pharmacy
* Delayed prescriber response
* Pending Prior Authorization, Coverage Determination

Perform the following steps:

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| **Step** | **Action** | | |
| **1** | Determine if a follow-up outreach to a prescriber or pharmacy can be completed.   * If provider office is closed early on a normal business day, CCR is to retain ownership of issue. Follow normal process for notifying supervisor and obtaining AUX time. | | |
| **2** | Determine if it is for a new prescription request, Coverage Determination, or Delayed Prescriber Response for additional information on existing order.  **Note:** If beneficiary expresses dissatisfaction during the call, refer to [MED D -](file:///C:\Users\KLBingemer\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\Downloads\TSRC-PROD-040884) Grievances in PeopleSafe for Health Plans, JE (formerly MHK Fusion). If Quality of Care issue, refer to the Quality of Care section. | | |
| **If...** | **Then...** | |
| New Prescription Request | Proceed to the appropriate work instruction:   * **PeopleSafe process:** [Obtaining a New Prescription (Rx) for the Member](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/CMS-PRD1-058827) * **Compass process:** [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706)   **Note:** If an outreach is still needed, then complete the [Callbacks form](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/TSRC-PROD-044545) and email to [NEJE\_Callbacks](mailto:NEJE_Callbacks@CVSHealth.com%3e) and copy your Supervisor, otherwise, notate the account with actions taken.  Ensure all information is entered accurately to avoid delays. | |
| Coverage Determination, Prior Authorization, or Tier Exception | Determine if there is a pending case: | |
| **If...** | **Then...** |
| No pending case | Refer to the appropriate work instruction:   * **PeopleSafe process:** [MED D - CCR - Coverage Determinations and Redeterminations (Appeals)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) * **Compass process:** [Compass MED D - CCR - Coverage Determinations and Redeterminations (Appeals)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) |
| Case is already pending | Complete the [Callbacks form](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/TSRC-PROD-044545) and email to [NEJE\_Callbacks](mailto:NEJE_Callbacks@CVSHealth.com%3e) and copy your Supervisor.  Ensure all information is entered accurately to avoid delays. |
| Additional Information is needed from prescriber | Complete the [Callbacks form](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/TSRC-PROD-044545) and email to [NEJE\_Callbacks](mailto:NEJE_Callbacks@CVSHealth.com%3e) and copy your Supervisor.  Ensure all information is entered accurately to avoid delays. | |
| **3** | Advise the caller of the turnaround time.  Attempted Callbacks/Outreach will be made within 3 business days of a request. | | |
| **4** | Ask beneficiary/caller if there are any other questions.   * Address any other issues and document/close the call according to existing policies and procedures; refer to the appropriate document(s):   + **PeopleSafe process:** [MED D - Call Documentation](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/CMS-PRD1-067665)   + **Compass process:** [Compass - Call Documentation](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) and [Compass MED D - Call Documentation Job Aid](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=433711aa-8fa6-447c-872b-bd69cd6cd7c0) | | |

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| NEJE Call Back Process (Dedicated NEJE Senior Team) |

Perform the following steps:

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| **Step** | **Action** |
| **1** | Access the NEJE\_Callbacks email box.   * Request must be acknowledged/completed upon receipt (first thing upon logging in). |
| **2** | Make every attempt to provide one call resolution utilizing all resources when completing a NEJE After Hours/Weekend request.   * A total of 3 attempts will be made (on 3 consecutive days at different times unless Quality of Care Issue).   Refer to [MED D - Senior Team - Member Call Back Requests](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/TSRC-PROD-002210). |
| **3** | Follow-up with beneficiary to keep them informed each day until complete. |
| **4** | Document account fully on each attempt. |
| **5** | Reply all (originator and supervisor) with status update on each attempt. |

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| Resolution Time |

Resolution times vary by the specific situation.

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| Related Documents |

**Grievance Standard Verbiage:** Refer to the “Grievance Standard Verbiage (for use in Discussion with Beneficiary)” section in [MED D - Grievances in PeopleSafe for Health Plans, JE (formerly MHK Fusion)](../TSRC-PROD-040884)

**Parent Document:** 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/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:/Users/KLBingemer/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/Downloads/CMS-2-017428)

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