# CarelonRx Refill Too Soon Rejects (Reject 7X)

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**Description:** This document discusses the Refill Too Soon Accumulator program, which is different from the plan’s normal utilization rate.

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| Program Overview |

* This is a Point of Sale (POS or Retail) pharmacy edit.
* This reject does not apply to all medications, review [Impacted Medications](#_Impacted_Medications).
* This reject is intended to prevent the stockpiling by looking back 365 days to determine if the member has 30 days of medication on hand. This allows us to reduce waste and ensures that extra medication at home does not expire before the member is able to use it.
* If the member has more than 30 days of medication at home, the pharmacy will receive a rejection with the next available fill date.
* CCAs can view the plan’s utilization rate in PeopleSafe under the Plan Summary tab.
* CCA should use [CarelonRx Early Refills (019014)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0bd9cfc-2b3c-411a-97b6-7b53771c10cc) to research why the member is receiving this rejection.
* CCA should review the day supplies for Specialty medications to determine how much medication was dispensed to the member. Refer to [CarelonRx Handling Specialty Pharmacy Inquiries (019106)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a543b211-9fae-4ce9-8164-023d6d5f2b1c) for some common medications that are dispensed this way.

**Example:** Member was dispensed a 30 day supply for Stelara, but they truly received 56 day supply due to the package being unbreakable.

* If a settlement code for a prior authorization shows, DO NOT inform the member that a prior authorization is needed until research has been completed.

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| Impacted Medications |

The refill too soon accumulator currently applies to a small subset of specialty medications that are used to treat atopic dermatitis or inflammatory conditions such as rheumatoid arthritis, psoriasis, Crohn’s disease or ulcerative colitis, and non-specialty medications for diabetes.

\*Indicates both brand and generic.

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| **Specialty** | **Non-Specialty** |
| ADCIRCA\* | ADVAIR DISKUS\* |
| ATRIPLA\* | ADVAIR HFA |
| AUBAGIO | ALVESCO |
| AVONEX | ANORO ELLIPTA |
| AVONEX PEN | APLENZIN |
| BAFIERTAM | ARNUITY ELLIPTA |
| BIKTARVY | ATROVENT HFA |
| CERDELGA | BEVESPI AEROSPHERE CIMDUO |
| COMPLERA | BREO ELLIPTA |
| COPAXONE | BREZTRI AEROSPHERE DELSTRIGO |
| DESCOVY | DIPENTUM |
| DOVATO | DUAKLIR PRESSAIR |
| EGRIFTA SV | DULERA |
| ESBRIET | ELIQUIS |
| EXTAVIA | ENTRESTO |
| FASENRA | FLOVENT HFA |
| FASENRA PEN | FORFIVO XL\* |
| GALAFOLD | FORTAMET\* |
| GENVOYA | GLUMETZA\* |
| GILENYA | INCRUSE ELLIPTA |
| HETLIOZ | INVOKAMET |
| JULUCA | INVOKAMET XR |
| KALYDECO | JANUMET |
| KESIMPTA | JANUMET XR |
| LETAIRIS | JENTADUETO |
| LUPKYNIS | JENTADUETO XR |
| MAYZENT | KOMBIGLYZE XR |
| NUCALA | LIALDA\* |
| OCALIVA | LONHALA MAGNAIR STARTER KIT ODEFSEY |
| OFEV | PENTASA\* |
| OLUMIANT | PULMICORT FLEXHALER |
| OPSUMIT | QTERN |
| ORKAMBI | QVAR REDIHALER |
| ORLADEYO | SAVAYSA |
| PLEGRIDY | SEGLUROMET |
| PONVORY | SOLIQUA |
| REBIF | SPIRIVA HANDIHALER |
| REBIF REBIDOSE | SPIRIVA RESPIMAT |
| SEROSTIM | STEGLUJAN |
| SKYRIZI | STIOLTO RESPIMAT |
| SKYRIZI PEN | SYMBICORT\* |
| STRIBILD | SYNJARDY |
| SYMDEKO | SYNJARDY XR |
| SYMFI | TRELEGY ELLIPTA |
| SYMFI LO | TRIJARDY XR |
| SYMTUZA | TRINTELLIX |
| TAKHZYRO | TUDORZA PRESSAIR |
| TECFIDERA | VASCEPA\* |
| TRACLEER | VIIBRYD\* |
| TRIKAFTA | WELLBUTRIN XL\* |
| TRIUMEQ | XARELTO |
| TRUVADA | XIGDUO XR |
| VUMERITY | XULTOPHY |
| VYNDAMAX | YUPELRI |
| VYNDAQEL | ZILEUTON ER\* |
| XERMELO | ZYFLO |
| ZAVESCA\* |  |
| ZEPOSIA |  |

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| Frequently Asked Questions |

**Pharmacy**

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| **1** | **What reject code(s) will be shown?** | | |
| **Edit** | **Reject Code** | **Reject Message** |
| Refill Too Soon | 79 | Refill Too Soon  NEXT AVAILABLE FILL DATE 20210213~LAST FILL DT 02210123 FILLED AT PHARMACY ~CAREMARK PRESCRIPTIO,PHONE #8088393300 |
| Refill Too Soon Accumulator | 7X | Day Supply Exceed PlanLt  MAXIMUM BOH IS 30~MAXIMUM BOH IS 30~NEXT AVAILABLE FILL DATE XXYYZZZ |
| **2** | **What is reject code 7X?**    Reject 7X is for the Refill Too Soon Accumulator edit. This edit is used to prevent stockpiling, therefore restricting members from picking up medications when they already have 30 days supply in hand at home. The edit looks at claims in the last 365 days and uses the days supply to calculate how many days of medication the member has on hand.  **Note:** This reject code can **only be overridden by SRT** if member meets the criteria for why their on-hand supply doesn’t match what is in the system. CCA should **NEVER** attempt to override this rejection. Refer to question 6 step 3 for further details. | | |
| **3** | **When is the next possible fill date for this member’s medication?**  The next possible fill date is viewable in the reject message. If the member is experiencing both refill too soon and refill too soon accumulator rejection, the refill too soon accumulator reject message will be displayed. | | |
| **4** | **How does the RTS accumulator interact with the existing RTS edit?**  The RTS edit sets a percentage threshold for when the member can receive their next fill of their medication in relation to their previous claim. While, the RTS accumulator is able to look across multiple claims. The RTS and RTS Accumulator edits work synergistically to prevent long-term stockpiling. | | |
| **5** | **How does the RTS accumulator impact members filling for an emergency reason (e.g. vacation supply or disaster supply such as severe weather)?**  Emergency edit codes can still be applied to override the refill too soon accumulator rejection. Apply the correct submission clarification code (SCC) to get an approved claim. Of note, the emergency fill will count towards the accumulator balance. Members will need to exhaust their emergency supply so that they have less than 30 days on hand at home before their next fill will adjudicate. | | |
| **6** | **My customer is saying that they do not have any medication at home. What can I do?**     1. Review the customer’s fill history for the medication. If the member continues to fill early month over month, share this information with the member and let them know when their next possible fill date is. 2. Check to make sure that the member is taking the correct amount of medication per day. If the patient’s doctor would like the member to take a greater amount then the current prescription, make an outreach to their provider requesting a new prescription to ensure that the claim reflects the correct day supply. If the provider is unable to call in a new prescription right away, a one-time override may be loaded. 3. If the member shares that they have no medication at home, work with them to discern a reason as to why our history does not match with what they are saying. If the member provides a rationale for why their medication supply at home does not match our records such as they lost their medication this month,  has been stolen, dosage has changed, going on vacation, duplicate therapy, or mail delay then consult with Senior Team for assistance. | | |

**Member**

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| **1** | **Why am I unable to fill my medication until a certain date?**  Our claims history shows that you have 30 days or more of medication at home. You will be able to fill your medication when you have 29 days or less of medication at home. This safeguard is put in place to ensure that medication is not wasted or does not expire before you are able to use it. |
| **2** | **I do not have any medication at home. What can I do?**  Apologize for the inconvenience. Review the member’s fill history and discuss the early fill pattern with them. If the member provides a rationale for why their medication supply at home does not match our records such as they lost their medication, consult with Senior Team for assistance. |

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| Related Documents |

**Parent Document:** [IRXME-060930 CarelonRx Customer Care-Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@1704/@6700/documents/sop/bwut/mdyw/~edisp/irxme-060930.pdf)

**Abbreviations/Definitions:** [CarelonRx Customer Care Abbreviations, Definitions and Terms - Index (019003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4d4bedc3-6ab8-46ce-8b90-f0b7bdabc984)

[CarelonRx Log Activity/Capture Activity Codes (019040)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8645f81a-fde5-4dab-bc80-6c3b60500f5a)

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