# MED D - Test Claim Scenario - Reject 70 - NCPDP Product/Service Not Covered

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| **Next Steps** | * Determine if handled by CVS or the Client:   + Identify Client ID in PeopleSafe.   + Access the associated CIF.   + Locate the Coverage Determination section:     - If Client handles, then warm transfer to Client.     - If CVS Handles, then transfer to [Care Exception Review](TSRC-PROD-004665). * Document account in PeopleSafe. |

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