# MED D - Test Claim Scenario - Reject 75/Reject 76 - Prior Authorization/Prior Authorization Quantity Limit

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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, refer to [CD&A (Coverage Determinations and Redeterminations (Appeals))](file:///C:\Users\C337799\Downloads\TSRC-PROD-004665). * Document account in PeopleSafe. |

[Top of the Document](#_top)

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