# MED D - Reject R6 - Product Service Not Appropriate for Location

[Process](#_Toc86751835)

[Related Documents](#_Toc86751836)

**Description:** The document details on how to handle R6 Rejects.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | * Review the Plan’s **CIF** in **theSource**, to determine if the plan allows Senior/PHD to override the **Specialty Retail Lock Out** claim.   + In **theSource**, type in the Client Code and Press Search.   + In the CIF, scroll down to the Override field line, click on the **Show** link.   + In the **Override** section, scroll down to the **Specialty Retail Lock Out** section. | |
| **2** | Determine if the plan allows for Specialty Retail Lock Out Overrides: | |
| **If CIF states…** | **Then…** |
| **Yes** | Warm Transfer the call to Senior Team to have a Specialty Retail Lock Out override entered. Refer to [MED D - When to Transfer Calls to the Senior Team](file:///C:\Users\u044748\AppData\Local\Temp\Temp1_Salesforce%20documents.zip\TSRC-PROD-018060). |
| **No or No Specialty Retail Lock Out category found** | Explain to the caller that Specialty Retail Lock Out overrides are **not** allowed for this plan.  **The caller should be advised:** The Members benefit provider has elected to provide specialty drugs exclusively through the Specialty program. Please refer the Member to the toll-free Specialty Service number **866.295.2779 or (the number on the claim)** for assistance and further information. |
| **CCR Submit PBO RM Task for Approval** | Submit an RM Task if the beneficiary has a six-day supply or more on hand. If not, transfer the call to the Senior Team to triage next steps for Client outreach. Refer to [MED D - When to Transfer Calls to the Senior Team](file:///C:\Users\u044748\AppData\Local\Temp\Temp1_Salesforce%20documents.zip\TSRC-PROD-018060). |
| **Handled by Client** | Follow the instructions outlined in the CIF and transfer the call the client. |
| **3** | Document the account in PeopleSafe. | |

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| Related Documents |

Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [MED D - Grievances Index](file:///C:\Users\ax02205\Desktop\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](file:///C:\Users\ax02205\Desktop\CMS-2-017428)

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