# Expediting Mail Order Processing Time and/or Upgrading Order Shipping

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**Description:** This document provides instructions for when a plan member would like mail order to expedite an order and/or upgrade the shipping of an order.

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| Order Statuses that Cannot be Expedited |

 The following order statuses **cannot be expedited**. For more information, refer to [Order Status Reference Table](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004758)

* Any order in label print
* Metered, Packed or Shipped status
* Future Fill due to delayed prescriber response
* Awaiting a prescriber fax
* In “fax-inact” status
* CII prescription in TP2 review
* Reject Hold

**Note:** Doing so may cause order to get stuck in the back end and cause further delays. Take the following actions:

* Advise member that the order will be shipped shortly and we are unable to make any changes at this time.
* Add an order level comment that the attempt to expedite the order was unsuccessful.

Refer to [Future Fill & Talk Tracks](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-007827).

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| Upgrade Shipping |

Perform the following steps to upgrade the shipping of a member’s order:

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| **Step** | **Action** | | | |
| **1** | Determine if the Member is low or out of medication. | | | |
| **If...** | | | **Then...** |
| Yes | | | Refer to [Member Low or Out of Medication](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\TSRC-PROD-046109) for additional information and options. |
| No | | | Proceed to next step to upgrade shipping method. |
| **2** | Determine if order is new or in process.  **Important:** If the Member wants to upgrade shipping, then the CCR **MUST** expedite the processing of the order.  Refer to the [processing info](#ProcessingTAT) in the FAQ section below for calendar day turnaround times for order processing. | | | |
| **If…** | **Then…** | | |
| Initial Order Placement (does not have an Order Number) | From the **Order Placement** screen, select the desired Shipping Method upon setting up the new order.     * Advise member of applicable fees and Turnaround Times. Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611). See [FAQs](#_Shipping_FAQs) below for information specific to cold pack shipping.   **Notes:**   * Upgraded shipping fees will NOT be waived * For 2nd day delivery, if actual ship date is Thursday, the shipping method will be upgraded to Urgent next day at no charge to member. A communication letter will be sent to the member informing them that we provided added service by prioritizing their order. | | |
| Order that is submitted via fax/phone/electronic by the physician (does not have an Order Number)  **Or**  If the Member mailed in the request and didn’t request upgraded shipping on their order form. | * Add a 10-day **Stop See Comment**.Refer to [Stop See Comments](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-007009). * Include the following information in the Stop See Comment:   + Today’s Date, Reason for the Stop See, Drug Name | | |
| Order in Process (already assigned with an Order Number) | Perform the following: | | |
| **Step…** | **Action…** | |
| **1** | Advise member of applicable fees and Turnaround Times. Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611). See [FAQs](#_Shipping_FAQs) below for information specific to cold pack shipping.  **Notes:**   * Upgraded shipping fees will NOT be waived * For 2nd day delivery, if actual ship date is Thursday, the shipping method will be upgraded to Urgent next day at no charge to member. A communication letter will be sent to the member informing them that we provided added service by prioritizing their order. | |
| **2** | From the **Order Status** screen, choose the desired Shipping Method from drop down menu. Then, press the **Update** button. | |
| **3** | Return to the Main Screen and Select **Refresh** to ensure the order was updated. | |
| **4** | Check the **Notes** for any status conflicts. | |
| **5** | Select the **Expedite Order** button.  **Note:** For a status list where the order cannot be expedited, refer to [Order Statuses that Cannot be Expedited](#_OverviewOrder_Statuses_that).  **Result:** A pop-up box displays confirming that you want to expedite the order. Select **OK**.  If the system does not allow the order to be expedited, advise member of the normal turnaround time for the specific status/situation.  **Note:** If escalation is needed, contact the Senior Team. | |
| Future Fill (FFL) Order | * Add **Stop See Comment**.Refer to [Stop See Comments](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-007009). * Include the following information in the Stop See Comment:   + Today’s Date, Order Number, Drug Name, Reason for Stop See (**Example:** Upgrade Shipping to Overnight)   + Add an expiration date for 10 days after the order is set to be released from FFL. | | |
| **3** | Use the following verbiage in order to confirm that the shipping of the order has been upgraded.  **Upgraded Shipping Verbiage:** We have upgraded your shipping which will take effect after the package leaves our pharmacy.  **Important:**  It is required that you provide the Turnaround Time and fees associated with the shipping method to the member. Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611) for additional shipping information. See [FAQs](#_Shipping_FAQs) below for information specific to cold pack shipping. | | | |

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| Expedite Order Processing |

Perform the following steps to expedite the processing of a member’s order:

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| **Step** | **Action** | | |
| **1** | First, determine if the Member is low or out of medication. | | |
| **If...** | | **Then...** |
| Yes | | Refer to [Member Low or Out of Medication](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\TSRC-PROD-046109) for additional information and options.  Icon - Important Information For orders processing at HIP, do not create RM TASK.  Email **HIPPHARMACY** include the following:   * Member ID# * Name * Prescription#(s) * Drug name/strength * Reason for expediting * Day supply on hand * Confirmation number |
| No | | Proceed to next step. |
| **2** | Use the following verbiage in order to first determine if the member would like to upgrade the shipping method.  **Expedited Processing Verbiage:**  This request will be sent to our pharmacy to attempt to expedite the processing only however this does NOT apply to your receive date. We are not able to expedite the shipping time it takes after it leaves our facility for you to receive it **unless** you select to upgrade your shipping. If you would like, I can provide you with those additional shipping options. | | |
| **If the member...** | | **Then…** |
| Wants to upgrade shipping method | | Complete the steps in the [Upgrade Shipping](#_Upgrade_Shipping_Process) section above.  **Important:** If the Member wants to upgrade shipping, then the CCR **MUST** expedite the processing of the order. |
| Does NOT want to upgrade shipping method | | Proceed to the next step to expedite the order. |
| **3** | Determine if the order is new order or in process.  **Note:** For a status list where the order cannot be expedited, refer to [Order Statuses that Cannot be Expedited](#_Order_Statuses_that). | | |
| **If…** | **Then…** | |
| Initial Order Placement (does not have an Order Number) | Create an RM Task:   * **Task Category:** Order Status * **Task Type:** Expedite Order In Process * **Queue:** Order Status – Participant Services   Icon - Important Information **CCR Process Note:** Utilize the Confirmation Number for the Order Number   * **Notes:** Include detailed notes about the situation and include the number of days supply the member has on hand and a Confirmation Number is being provided in place of an order number.   Icon - Important Information Do not use the **Save and Create Callback** button unless the member asks for a callback.     * For all Expedite order In Process tasks, method of payment must be included in task if client is not Fill and Bill. * CCRs should only include one order per task.   For orders processing at HIP, do not create RM TASK.  Email **HIPPHARMACY** include the following:   * Member ID# * Name * Prescription#(s) * Drug name/strength * Reason for expediting * Day supply on hand * Confirmation number | |
| Order that is submitted via fax/phone/electronic by the physician (does not have an Order Number)  **Or**  If the Member mailed in the request and didn’t request upgraded shipping on their order form. | * Add a 10-day Stop See Comment. Refer to [Stop See Comments](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-007009). * Include the following information in the Stop See Comment:   + Today’s Date, Reason for the Stop See, Drug Name   **Note:** If the member is low or out of medication, refer to [Member Low or Out of Medication](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\TSRC-PROD-046109).  Icon - Important Information For orders processing at HIP, do not create RM TASK.  Email **HIPPHARMACY** include the following:   * Member ID# * Name * Prescription#(s) * Drug name/strength * Reason for expediting * Day supply on hand * Confirmation number | |
| Order in process (already assigned with an Order Number) | From the **Order Status** screen of PeopleSafe, select the **Expedite** button.  **Note:** For a status list where the order cannot be expedited, refer to [Order Statuses that Cannot be Expedited](#_Overview).  **Result:** A pop-up box displays confirming that you want to expedite the order. Select **OK**.  **Icon - Important Information** If the system does not allow the order to be expedited, advise member of the normal turnaround time for the specific status/situation.  **Note:** If escalation is needed, contact the Senior Team.  Icon - Important Information For orders processing at HIP, do not create RM TASK.  Email **HIPPHARMACY** include the following:   * Member ID# * Name * Prescription#(s) * Drug name/strength * Reason for expediting * Day supply on hand * Confirmation number | |
| Rx is being held because of Prior Authorization (PAR) and there is a PA in the system | Refer to [PBM Hold](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-027255). | |
| **4** | Provide the Turnaround Time for when the order is expected to ship using the shipping method chosen as well as associated fees.   * Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611) for additional shipping information and associated fees. See [FAQs](#_Shipping_FAQs) below for information specific to cold pack shipping. * Refer to the [processing info](#ProcessingTAT) in the FAQ section below for calendar day turnaround times for order processing.   **Important:** It is required that you provide the Turnaround Time and fees associated with the shipping method to the member.   * If the member decides to upgrade the shipping after hearing the Turnaround Time, refer to the [Upgrade Shipping](#_Upgrade_Shipping_Process) section above. | | |

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| FAQs |

The table below provides additional information on frequently asked questions regarding shipping.

Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611) for additional shipping information.

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| **Question** | **Answer** |
| What is the standard Turn Around Time for order processing? | * If the Rx has refills remaining and is not expired:   You can expect your order to process within 2 business days and will ship from our pharmacy the next business day.   * If the Rx has no refills remaining or is expired:   We need to contact your prescriber for a new prescription. If we receive the prescription from your prescriber, it will process within 5 business days, and will ship from our pharmacy the next business day.  Refer to [Prescription (Rx) Refill Order Work Instruction](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004628) for more information.  The shipping of an order occurs after the processing times described above. |
| When is a signature required upon delivery? | * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * All CIIs deliveries will require an adult signature (age 21 or over).   + Schedule III to V controlled substances will not require a signature but will have confirmation from the shipping carrier that the package was delivered. * Orders with a threshold of $10,000 or greater will require a signature upon delivery. |
| What are the choices for upgraded shipping when you are expediting the order? | When upgrading the shipping, there are two choices:   * Urgent Next Day * Two Day Delivery   Refer to [Shipping Guidelines and Fees](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-004611) for additional shipping information.  **Notes:**   * The shipping methods above apply to business days. Holidays will affect shipping/delivery time and add additional day(s) to the expected delivery day. * If member selects either of these options above, the order processing must be expedited. |
| What is the cut off day/time for same-day processing of an expedited order request? | The cut off time will depend on the pharmacy dispensing the order. The cut off time for orders are:   * Monday through Friday   + Chicago Pharmacy: 6:30 PM Central   + Wilkes Barre Pharmacy: 4:00 PM Central   + Hawaii Pharmacy: 4:30 PM HST * Saturday   + Chicago Pharmacy: 1:30 PM Central   + Wilkes Barre Pharmacy: 12:30 PM Central   + Hawaii Pharmacy: Closed Saturday/Sunday   **Note:** Orders filled Sunday will not be picked up by the carrier until Monday. |
| Can shipping be made to PO Box? | If the order requires a cold pack or upgraded shipping (at member’s request or according to our internal criteria), the member must provide a physical address for the order.   * If the member is unable to provide a physical address, the CCR should complete a Manual Refill Task. Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box. |
| What are the requirements for delivery with a cold pack? | * Cold packs can be shipped to physical addresses within the continental United States only.   + If the member is unable to provide a physical address, the CCR should complete a Manual Refill Task. Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box. * Orders with cold packs shipped on Monday through Wednesday will be sent with 2-day shipping. Orders shipped on Thursday will be shipped Next Day Air. Orders shipped on Friday will be shipped Express for Saturday delivery. * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * Hawaii Pharmacy (HIP) cold packs are shipped Monday through Thursday via UPS ground or Hawaii Parcel Service (HPS) if same island (Oahu) or UPS Next Day if outer island |

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| Related Documents |

**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)
* CALL-0049: [Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\40ZZSJWS\CMS-2-017428)

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