**PeopleSafe - Enoxaparin and Ondansetron Medications Moving to Specialty for Some Clients**

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[Frequently Asked Questions and Answers](#_Toc207280596)

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**Description:** Directions for medications, Zofran and Zulema (Generic name Ondansetron), and Lovenox (Generic name Enoxaparin), which were formerly filled at Retail. These will now be required to be filled through CVS Specialty Pharmacy for some clients.

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| **Process** |

Members who receive this medication as a maintenance medication will receive a [letter](#_Sample_Letter_–) in the mail advising them of the need to have their prescriptions moved to the Specialty Pharmacy.

These medications will reject in our system with Reject 70 and a local message stating “Specialty Drug: Mbr call 866-387-2573” indicating the need to be processed at Specialty.

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* If the member is being transferred from Specialty, refer to [Calls from Specialty](#CallsFromSpecialty) in this document.
* If you receive a call from any department other than Specialty regarding Rejection 70 for either of these medications: Zofran or Zuplenz (Generic name Ondansetron) and Lovenox (Generic name Enoxaparin),
* If the client is located within the impacted client list, warm transfer the call to Specialty at **1-800-237-2767****.**

**Exception:** If the client is Carefirst, warm transfer the call to Specialty per the number in the Carefirst CIF (**1-855-264-3237**)**.**

 Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance.

 If the client is not on the impacted client list, refer to [Commercial Prior Authorization (PA), Clinical Exceptions, and CoverMyMeds Electronic Prior Authorization (ePA) (029267)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d398e625-c2e5-4974-ae84-115dd5e53b73).

**Calls from Specialty:** If a member is transferred to Customer Care **from Specialty** for this rejection, ask if the member is out of medication.

* If the member has medication, warm transfer the call to Specialty at **1-800-237-2767**.

**Exception:** If the client is Carefirst, warm transfer the call to Specialty per the number in the Carefirst CIF (**1-855-264-3237**).

 Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance.

* If the member is out of medication, do not transfer the member back to Specialty. Research the rejection and perform a Test Claim to confirm there is not a Quantity Limit issue.

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* + If there are no Quantity Limit issues and the member is out of medication, contact the Senior Team for assistance with a one-time courtesy override to allow a grace fill at the Retail Pharmacy.

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| **Frequently Asked Questions and Answers** |

Use as needed:

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| **Statement** | **Answer** |
| Can I opt Out of this change? | Icon - Conversation No, this change is something that is a part of your plan design. |
| Can I continue to fill this prescription at CVS Mail Order? | Icon - Conversation Yes, **or** you can select to transfer the prescription to Specialty Pharmacy. I can transfer you to Specialty to get it set up.  **Note:** Run a Test Claim to ensure it will accept at Mail Order. |
| Will the cost of my medication increase by filling in at Specialty vs. Retail? | Icon - Conversation No, you will pay the same price regardless of whether you fill it at your local pharmacy or Specialty pharmacy. There are no shipping or other fees related to filling your prescription through a Specialty Pharmacy. |
| I do not think that I have a Specialty pharmacy in my area where I live. Are they different than CVS Pharmacy? | Icon - Conversation Yes, CVS Specialty pharmacy is a stand-alone pharmacy and is not part of CVS pharmacy retail stores. CVS Specialty will make arrangements with you as to how you would like to receive your shipment. You will have the option of picking them up at the Doctor’s office, at a CVS Pharmacy retail location or delivered to your home address. |
| Why do I now have to use a Specialty Pharmacy to receive my medications? | Icon - Conversation I understand your concern. Our goal is to ensure that you receive your medications in a timely fashion at the lowest cost. In this case, our Specialty Pharmacy can better serve you with these types of medications. |
| My employer has an on-site pharmacy where I have been able to receive these medications in the past, will that change? | Icon - Conversation If your on-site pharmacy is currently contracted to dispense specialty drugs, there will be no change. You can continue to receive your medications from them.  **CCR:** The following onsite pharmacies that will not experience any changes are Capitol One, Mount Sinai HS, Temple University, Univ. of Penn HUP, Universal Health Services, Commonwealth Health Corp, 3M.  Icon - Conversation If your onsite pharmacy does not dispense specialty drugs, then your medications will be moved to our Specialty Pharmacy for dispensing. |
| I am out of medication. Can I get a one-time refill at the Retail pharmacy? | * If the CIF and/or a Test Claim shows this medication is a specialty medication that must be filled at CVS Specialty pharmacy: * Check the CIF for Specialty Retail Lock Out override. If the plan allows this, transfer the call to Senior Team as a procedural transfer. * If the plan does not allow this override, contact SRT for emergency assistance for member out of medication. * If the CIF and/or a Test claim shows this this medication can be filled at Mail Order or a normal Retail Pharmacy, proceed to assist as normal. |
| I did not receive notification of this change. | Icon - Conversation I apologize for that; you should have received a letter by mail with a contact number and instructions to begin filling at CVS Specialty. It may have been sent some time ago.    **CCR: Warm** Transfer the caller to Specialty Pharmacy at **1-800-237-2767.** **Exception:** If the client is Carefirst, warm transfer the call to Specialty per the number in the Carefirst CIF (**1-855-264-3237**)**.**  Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance. |
| Can my Doctor send my prescriptions to my local CVS Pharmacy to have it filled by CVS Specialty pharmacy? | Icon - Conversation No, you will need to have your doctor call the Specialty pharmacy.  **CCR: Warm** Transfer the caller to Specialty Pharmacy at **1-800-237-2767.** **Exception:** If the client is Carefirst, warm transfer the call to Specialty per the number in the Carefirst CIF (**1-855-264-3237**)**.**  Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance. |

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| **Sample Letter – Medication Processing in Specialty** |

Members that receive this medication as a maintenance medication will receive a letter in the mail advising them of the need to have their prescriptions moved to Specialty Pharmacy.

A close-up of a prescription

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| **Related Documents** |

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

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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