# PeopleSafe - Test Claim Processing with an Inactive NDC

[Process](#_Toc208226553)

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**Description:** Use when a pharmacist is calling in and processing a prescription with an inactive NDC (National Drug Code).

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| Process |

Perform the steps below:

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| **Step** | **Action** |
| **1** | 1. Select the inactive box in PeopleSafe after using either the Find a Drug Tool or within Test Claim Screens or by clicking on the binoculars search icon next to the drug name box.   **Note:** The inactive box is the only one that is not auto populated. Test Claims need to be processed using the inactive NDC (National Drug Code).  **Result:** The column to the left of “Class” titled “Act/Inact” will display an “A” for Active or “I” for Inactive NDC.  b. Run a Test Claim then provide the active NDC to the pharmacist.  **Tip:** A common Rejection code is 77 “Discontinued NDC/Product/Service ID Number.”    . |

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| Related Documents |

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

[Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421)

**Parent Documents:**

* [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)
* [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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