# PeopleSafe - Test Claim Formulary and Additional Alternatives

[Process](#_Toc208411464)

[Related Documents](#_Toc208411465)

**Description:** Process to select Formulary (Savings Option) or Additional (Formulary and Therapeutic) Alternatives when running a Test Claim to provide the member with improved cost options for their medications.

**Mandatory Disclaimer:**

 The alternatives provided are suggestions and not an all-inclusive list. You should discuss these and other treatment options with your physician.

|  |
| --- |
| Process |

Perform the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Upon running the Test Claim, if a Non-Formulary message displays in the Details hyperlink, determine if the member is interested in a Formulary Alternative, which may result in savings.  **Note:** The message may display even if the medication is already a formulary, as some classes of drugs have multiple formulary options.   * If yes, select the **Savings** option.   **Note:** If the Savings button is not displaying, this indicates it is not a capsule or tablet form and not eligible.    **Result:** Up to five drug alternatives display with the usual daily dose.  **Example:** Alternate Drugs for Mail and POS |
| **2** | **Read the mandatory disclaimer** to the member displaying on the screen:  The alternatives provided are suggestions and not an all-inclusive list. The member should discuss these and other treatment options with their physician.  **Note:** The Test Claim Alternative functionality is always the primary option for determining the availability of additional formulary and non-formulary alternatives. If alternatives do not display or if the Test Claim Alternative functionality is down, warm transfer the member to Clinical Care Services for assistance. |
| **3** | Locate the **Discussed with Member** field; select the checkbox for each alternative discussed.    **Notes:**   * Only the medications included in the member’s formulary displays. * If no alternative medications display this may indicate:   + There are more than five alternatives available.   + Alternate drugs belong to a higher tier or are not covered by the member’s formulary.   + A Maintenance Drug.   **Note:** Due to the above reasons, there may be situations in which the database does not supply any alternatives although alternatives exist. Follow current processes for your specific Line of Business to determine if an alternative exists in these scenarios. |
| **4** | **Additional Alternatives:**  Select **the Additional Alternatives** button (bottom of screen) to display another list of Formulary and Therapeutic alternatives.    **Tip:** This is good when no results are displayed within the initial results, or if member indicates that the current list of Alternative Drugs does not work for them, for example have used prior or ineffective.  **Icon - Important Information** Medications may include both Formulary and Therapeutic alternatives and is indicated by the “Formulary (Y/N)” column with test results.    The alternatives displayed with these results **will NOT include** formulary alternatives previously displayed with the initial results shown previously.  **Note:**   * The Test Claim Alternative functionality is always the primary option for determining the availability of additional formulary and non-formulary alternatives. If alternatives do not display or if the Test Claim Alternative functionality is down, warm transfer the member to Clinical Care Services for assistance. |
| **5** | 1. For pricing the results are displayed under “**Additional Alternatives**,” click the **radial button** (left of the drug name) to display the test claim prefilled Selection Criteria fields. 2. Add the required information for the **Quantity** and **Days’ Supply**, and then select **Run Test** claim to generate pricing information the alternative.     **Result:** The Test Claim results are auto documented. |
| **6** | 1. Verify that alternative medications are covered at a lesser copay and that there are no prior authorizations required for step therapy or quantity limits. 2. Review the member’s formulary as needed to verify the medications listed and to determine if one requires an additional prior authorization. |
| **7** | **Read the mandatory disclaimer** displayed on the screen when discussing alternative options.  Icon - Conversation The alternatives provided are suggestions and not an all-inclusive list. You should discuss these and other treatment options with your physician.  If the member has **Clinical** questions in response to the formulary equivalents you provided, refer to [PeopleSafe - When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) and Basic Call Handling for transferring a call.  **Examples** of clinical questions include:   * Drug interactions * Side effects and adverse reactions * Allergies * Differences and similarities between ingredients and fillers. * Do Synthroid and Levothyroxine work the same way? |
| **8** | Instruct the member to contact their prescriber with the alternative medication information to determine if they will allow a formulary substitution and if approved, the prescriber will need to write a new prescription. |
| **9** | Document the call in PeopleSafe and ask the plan member if they have their written prescription.   * If yes, suggest mailing their written prescription to our Mail Order pharmacy. * If no, and if the member wants to begin using the Mail Order pharmacy, offer to reach out to the prescriber by following the [PeopleSafe - Obtaining a New Prescription (Rx) for the Member](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) (058827).   **Icon - Important Information** Under no circumstances should a CCR advise a member of the covered diagnosis |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**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 Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**