# **PeopleSafe - Test Claim**

[Process](#_Toc208404875)

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**Description:** Procedures used to determine if a member’s medication is covered or if a rejection still applies, by providing a cost estimate of the medication, communicating the information to the member including the possibility of cost savings by offering alternative medications or other means to obtain their needed medications.

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| **Process** |

Perform the steps below for calls about medication pricing and coverage or when the Test Claim screen auto populates:

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| **Step** | **Action** | | |
| **1** | Ask for the medication name(s). | | |
| **2** | Select the correct eligible member from the **Family** drop-down box. | | |
| **3** | Determine if there is a prior claim on the **PeopleSafe Main** screen.   * If not, continue to the next step. * If yes, refer to [Populate Test Claim from Existing Entry (031770).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c5f33a2d-1db6-4b31-8a9e-e079d7cbfc1d)   **Specialty Medications Test Claims**, refer to [PeopleSafe - Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (007148)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3). | | |
| **4** | Select the **Test Claim** navigational button.  Locate **Delivery Systems** field and select the appropriate option(s).      For additional information, refer to [Test Claim (Cost Estimate) Delivery System Details (059334)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ea4fb30a-87b5-4463-b142-1e36721bd1c5). | | |
| **5** | 1. Confirm and input the medication name in the **Drug Label** field.   **Note:** If the pharmacy is calling, use the Drug ID (NDC#). If the NDC is no longer active, refer to [Test Claim Processing with Inactive NDC (031768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e59170ca-634e-472a-9a63-8f4af6097a9e).  A screenshot of a computer  AI-generated content may be incorrect.   1. Press the **Tab** button or select the **binoculars** to search and display the **Find a Drug** screen. 2. Select the radio button adjacent to the medication strength and dosage form. Refer to [Common Medication Dosage Form Abbreviations (003600)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e820e098-38e5-4512-b1c1-21685f52b857). 3. Click the **Select** button (bottom left) to return to the **Test Claim** screen.   **Note:** Generics are indicated with asterisks ONLY if you have the **Mail Order** selected (checkbox) on the **Find a Drug** screen.  Up to three (3) test claims can be made at the same time by selecting **Add Drug** and then repeating **Step 5**. | | |
| **If…** | | **Then…** |
| Select a brand name when there is a generic available… | | A pop-up box displays. Click **OK**.  A screenshot of a computer error  AI-generated content may be incorrect. |
| Select **OK…** | | Returns you to the Test Claim screen to run it as a brand medication. Select **OK** to close the pop up message.  A screenshot of a computer  AI-generated content may be incorrect. |
| Selected drug is a Controlled Substance… | | A pop-up displays. The message states that it is a Controlled Substance and provides the DEA class of the medication (C1 - C5). If this message is received, there might be state restrictions or limitations that need to be discussed. If the member has questions regarding Controlled Substances state laws Home Delivery/Mail Order requests, conference/warm transfer the call to [Clinical Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) once you have completed the test claim and provided pricing. For retail fills the retail pharmacy determines if they are going to fill the prescription.    A screenshot of a computer error message  AI-generated content may be incorrect. |
| For additional information, refer to [PeopleSafe - Test Claim (Cost Estimate) Drug Label (Medication Name) and Find a Drug Details (059336)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4d58e5-229c-4685-adf6-e460fd9d75d7). | | |
| **6** | Select the appropriate option in the May Sub box.  **Note:** If selecting a Brand medication, select **MD-No** or **Patient-No** to identify who is requesting.  A close-up of a box  AI-generated content may be incorrect.  For additional information, refer to [Test Claim (Cost Estimate) May Sub Box Details (059337).](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1ff1fb2-f764-474d-b5ca-4488d9605ed9) | | |
| **7** | Obtain and input the **Quantity** and **Day’s Supply** (Dependent on Delivery Systems chosen).  A screenshot of a form  AI-generated content may be incorrect.  For information on calculations, refer to [PeopleSafe - Test Claim Quantity Calculations (031773](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=469e4571-83ef-47f7-9a70-e881b945b605)). | | |
| **8** | Locate and Input the NPI/NCPDP number of the pharmacy where the prescription will be filled.  **Note:** Only needed when running a Test Claim for Retail and/or Specialty pharmacy.  For additional information, refer to  [Test Claim (Cost Estimate) NPI NCPDP Number of the Pharmacy Details (059339).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a0bb11e5-84d7-46a9-80bd-c510369201d4) | | |
| **9** | Complete Optional Criteria as needed: (right side of screen)   * Fill Date: (Updated this field if the Test Claim needs to be run for a future date).   **Note:** Previous dates can be input, however they are limited to 90 calendar days in the past.  A screenshot of a medical form  AI-generated content may be incorrect.  For additional information, refer to [Test Claim (Cost Estimate) Optional Criteria Details (059341)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e877f22b-5731-47fa-b971-f7994e40bc9a). | | |
| **10** | Select the **Run Test** button then review the results.    A screenshot of a computer screen  AI-generated content may be incorrect.    For additional information, refer to [Test Claim (Cost Estimate) Approved Declined Results and Savings Information Details (059333)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bbcd5e5b-91df-4710-af83-29b02c161d0e). | | |
| **11** | Click the **Details** icon for the cost breakdown or for the denial reason.   * If Accept, the cost breakdown displays. * If Denied, the reason and the Settlement/Reject codes display.   A screenshot of a computer  AI-generated content may be incorrect.  A screenshot of a computer  AI-generated content may be incorrect.    For additional information, refer to [Test Claim (Cost Estimate) Approved Declined Results and Savings Information Details (059333)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bbcd5e5b-91df-4710-af83-29b02c161d0e). | | |
| **12** | Follow the appropriate path as described below based on the result. | | |
| **If Test Claim…** | **Then…** | |
| Accepted | 1. Communicate the results and provide the disclaimer.  Please note, the prices quoted are estimates and may not reflect your actual out-of-pocket costs. 2. Click the **Savings $** icon to view possible alternatives. Refer to:   [PeopleSafe - Test Claim Formulary and Additional Alternatives (031769)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48ee161e-9b5e-4cfb-904f-f80995018f28) or  [Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c).   1. Continue to the next step. | |
| Denied | **Do not provide pricing for denied claims**.   1. Review the details of the denial to see if there is a rejection code.  * If the medication is NDC not covered:  I apologize, but this medication is not covered by your plan. Please allow me to search alternatives for you.      1. Click the **Savings $** icon to view possible alternatives. Refer to:   [PeopleSafe - Test Claim Formulary and Additional Alternatives (031769)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48ee161e-9b5e-4cfb-904f-f80995018f28) and    **Note:** If a member requests a TiC (Transparency in Coverage) Letter, please refer to: [TiC (Transparency in Coverage) - Cost Estimator Tool (062004)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7d37a103-40ad-459a-b8c8-8c4a1d2c915d)  1. Continue to the next step. | |
| **13** | Run additional medications for the member by returning to **Step** [**2**](#Step2) and completing the steps.  **Note:** The disclaimer only needs to be communicated once to the member during the same call.    For additional information, refer to [Test Claims Test Claim (Cost Estimate) Approved Declined Results and Savings Information Details (059333)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bbcd5e5b-91df-4710-af83-29b02c161d0e). | | |

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| **Questions and Answers** |

Refer to as needed:

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| **Question/Statement** | **Answer** |
| 1. Member wants to know if their new medication will be covered and they do not know the strength or days’ supply at this time | The Test Claim can be run although only be an estimate since the days’ supply and strength of the medication is not known. |
| 2. How do I resolve this system error: Drug is already present in the list, please check the selection? | Place cursor in the **Drug ID** box and press the **Tab** button until you have tabbed through all fields and the screen refreshes. Run the Test Claim. |
| 3. How do I respond to a call when a member is calling regarding the cost of a branded generic? | **Branded Generics (Mail Order Only):** Select the brand (for instance, Synthroid) and **Y-MAY SUB**. Refer to:  [Branded Generics (059091)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e4b59eca-33ba-4e5c-bb8f-e54669906f71),  [Dispense as Written (DAW) Codes (040459)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7e5c2587-d679-4b42-b9b1-e98b754c6bff), and  [DAW (Dispense as Written) and RBP (Reference Based Pricing) Cost Difference (078542)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c9d2243-5841-45c0-b2ec-805023c6cbcf)  Refer to the CIF for exceptions.  **Note:** When referring to DAW Penalties refer to them as DAW Cost Differences. |
| 4. The member ran a test claim on Caremark.com and it provided the brand copay for the medication instead of the branded generic cost, should I run the test claim again? | Run a **Test Claim** to verify pricing using the generic substitution instead of the brand name medication. |
| 5. What will I do If a member wants to have their prescriptions filled by a retail pharmacy? | Select **Point of Sale** and verify the name of the retail pharmacy that the member will be using. |
| 6. When completing a Test Claim on an existing claim, what happens if the screen does not automatically populate? | Select **Test Claim** from the navigation bar under the Family Drop Down box to determine drug coverage options and pricing.   * If the Test Claim screen displays the message “Transform Care Available,” consult with the member on the available options.      * If the message “Maintenance Choice Program Available” displays, consult with the member on the available Maintenance Choice options and benefits if appropriate. Review the CIF and Client Program offerings in PeopleSafe.   A screenshot of a computer  AI-generated content may be incorrect. |

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| **Related Documents** |

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

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

[Test Claims Index (046965](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=772063f7-03f8-400d-a07a-5c7f11d0a10a))

[PeopleSafe Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c)

[PeopleSafe - Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)

[PeopleSafe - Prescription Refill/Renewal (Order Placement-004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a)

[Log Activity/Capture Activity Codes (005164)](file:///C:\\Users\\z174016\\AppData\\Local\\Microsoft\\windows\\INetCache\\Content.Outlook\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\AppData\\Local\\Microsoft\\Windows\\Temporary%20Internet%20Files\\Content.Outlook\\64VX9FA3\\CMS-2-005164)

[TiC (Transparency in Coverage) - Cost Estimator Tool (062004)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7d37a103-40ad-459a-b8c8-8c4a1d2c915d)

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