**PeopleSafe - Test Claim (Cost Estimate) Approved Declined Results and Savings Information Details**

[Approved/Declined Results, Details and Savings](#_Toc208404369)

[Related Documents](#_Toc208404370)

**Description:** Provides additional information related to the Approved or Declined results and potential savings when running a Test Claim.

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| **Approved/Declined Results, Details and Savings** |

**Multiple Test Claims:** After three (3) drugs have been input, the **Add Drug** button is disabled. If the member requires more than three (3) Test Claims, run tests for the first three (3) drugs; then remove one (1) or more of the Test Claim results by clicking thenext to the line item which allows addition of additional drugs to the table. Another option is to click the **Clear** button at the bottom right but use caution as this will remove **all** drugs from the list.

**Historical Test Claims** displays the last three (3) medications in which a Test Claim was run by using PeopleSafe, IVR or the Website.

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| **If result is…** | **Then…** |
| Accept | Review the CIF and explain they may have a higher co-payment for a non-generic/non-formulary medication. If member states the estimated copay is too high, continue to [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).  **Note:** There is no accruing of Accumulations for the Test Claim results.Even though more than one (1) Test Claim can be processed at a time, the results only reflect the individual claim. This means that any deductible, MAB or MOOP accumulator will be factored into each individual Test Claim. There is no way to run a Test Claim for a prospective future in which the Deductible has been met.  **Accumulators:** Refer to the CIF and/or [Accumulators or Accumulations (Deductible, Account Balance, MOOP, MAB (064862)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a22d707e-1643-448e-9968-f44d1a828038). |
| Denied | Examples why the prescription may have been denied (this is not all inclusive):   * Prescription is not covered by the plan. * Prescription is covered but for another health reason. * May require a Prior Authorization or Exception. * They may have had a Prior Authorization/Exception or Appeal that expired at the time of the last fill. * FDA declines.  1. Review the Test Claim **Details** and any relevant **Settlement Codes** before providing the member with the results of the Test Claim.   **Do not provide pricing for Denied claims.**     1. Click on the blue box hyperlink under **Details** to review **Settlement/Reject Codes** on the rejected claim. For more information, refer to [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421).   A screenshot of a computer  AI-generated content may be incorrect.  **Tip:** For claims that reject for minimum/maximum days’ supply, run claims for both **Mail** and **Point of Sale** to identify cost savings opportunities and to maximize plan benefit. Proactively educate the member about the benefits of using 90 days at mail order instead of 30 days at mail order.    A screenshot of a computer  AI-generated content may be incorrect.  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 see possible alternatives. Refer to [Test Claim Formulary and Additional Alternatives (031769)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48ee161e-9b5e-4cfb-904f-f80995018f28). |

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

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

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