# Client Programs Work Instruction Index

[Reminders](#_Toc205957073)

[Clinical Care Programs](#_Toc205957074)

[Copay Cards & Financial Assistance](#_Toc205957075)

[Diabetic Program](#_Toc205957076)

[Retail Offerings](#_Toc205957077)

[Rx Coverage & Plan Design](#_Toc205957078)

[Vaccine Coverage](#_Toc205957079)

[Related Documents](#_Toc205957080)

**Description:** Hyperlinks to documents describing the various programs and benefits available to CVS Caremark Clients and their Members.

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| Reminders |

* Many of these offerings are client-specific, so make sure to verify in the CIF and PeopleSafe that the Client and Member are eligible for the program before discussing with the Member.
* Click the blue [Client Program Offerings hyperlink on the PeopleSafe Main Screen (018567)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9d8a284-f4d0-4768-910b-4d2a88998ac0) to activate a pop-up indicating plan design highlights. Full details of programs and plan options can be found in the CIF.
* To review the differences between Maintenance Choice, Mandatory Mail, Incentivized Mail, and Retail 90, see the [Client Program Offerings Comparison Guide (027425)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b6e05522-5955-4535-ad00-01d20dbe09e8).
* For information on how to assist Members with letters received promoting or explaining various CVS Caremark programs, see [Locating Letters Sent to Members (038297](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31619608-1d27-4a49-8703-0be4dc59827c).

[Top of the Document](#_top)

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| Clinical Care Programs |

Refer to as needed:

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| **Title** | **Description** |
| **Adherence to Drug Therapy (ADT) Program Overview and Letters/Communications**  [CMS-PRD1-069402](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=95a8058a-db17-4e06-acd6-6417d505a6f0) | The program uses an advanced tool to identify members who are noncompliant with the program medication, incorporating both retail and mail service prescription claims. |
| **Custom Care Mail (CCM) - MP1, MP2, MP3**  [CMS-PCP1-039323](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4aede8ce-52ef-4266-8c5f-ac8ed8cd1342) | Overview of Custom Care Mail (CCM). |
| **Handling Care Consideration Calls**  [CMS-PCP1-043432](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c71f095c-b234-4c3d-820c-642ecc079ffb) | Answers for general questions for the ActiveHealth Management Care Considerations (CCs) program and outlines when to transfer the caller to the ActiveHealth Management dedicated team. |
| **Health Advisor Program (Medical Cost Avoidance & Site of Care)**  [TSRC-PROD-061330](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a296b722-c0b8-4816-a2dc-0bf99cf86c64) | Provides information about the enhanced Health Advisor Program including Medical Cost Avoidance & Site of Care. |
| **Health Engagement Engine (HEE) View Opportunities**  [TSRC-PROD-022708](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0) | Describesthe Health Engagement Engine™ (HEE™) technology which helps deliver innovative health care solutions to our members depending on the client’s offerings.  The HEE functionality in PeopleSafe identifies and displays “opportunities” for CCRs to present during the course of a phone call.  CCR’s are able to follow the priority order or quickly assess the best opportunities to present to the caller, discuss the opportunities with Consultative Call Flow (CCF) verbiage, and accurately register the outcome of the opportunity offer. |
| **Medication Therapy Counseling**  [CMS-PCP1-021980](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d593815b-abbd-4aa2-ac9b-2d5166b18d21)  [TSRC-PROD-022708](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0) | Questions and answers about the Medication Therapy Counseling program. |
| **Medication Therapy Management (MTM) Program**  [TSRC-PROD-045179](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2c17e7ae-19b2-49d1-b36d-60aea82b47c2)  [TSRC-PROD-022708](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0) | Procedures and information to support the HEE opportunity of Medication Therapy Management (MTM) program which will help members to better understand the purpose and use of their medications. |
| **Opioid Prescription Safety Management Flex Quantity Limit (QL) and Subsequent Fill**  [TSRC-PROD-044638](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6126d9cb-9504-4714-b0b3-2f2484cfce4b) | Information and procedures related to the Opioid Prescription Safety Management Flex Quantity Limit and Subsequent Fill program. |
| **Safety and Monitoring Solution Program**  [TSRC-PROD-021715](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6aead384-c00b-45e2-b6d6-8978f60bbc99) | Outlines the process for CCR’s to follow when responding to Calls Concerning the Safety & Monitoring Solution Letter Process for prescribers and members. |
| **CVS Weight Management Program (At Scale)**  [TSRC-PROD-064264](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2be10319-19b6-41cc-b113-989e1cd49a5e) | Provides information and procedures as it relates to the CVS Weight Management program (At Scale), how it is defined including the benefits to the members and frequently asked questions and answers. |

[Top of the Document](#_top)

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| Copay Cards & Financial Assistance |

Refer to as needed:

**Note:**  To help Members understand their medication costs, see the [Drug Cost Quick Reference Guide (005115)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ed2f1d5-650e-4757-8fa0-9ae6afc12268).

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| **Title** | **Description** |
| **Caremark.com – Savings Advisor/Drug Savings Opportunities**  [TSRC-PROD-018541](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1905e95d-8a69-44a4-88b3-0956ea588304) | The Drug Savings Opportunities Tool is available via Caremark.com to help members identify lower cost options available to them on current maintenance meds (Desktop and Mobile Web). |
| **Copay Installment Payments**  [CMS-PRD1-087380](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=9765cf50-e615-4720-83e4-32ad0bd81c64) | Instructions for Copay installments, which allows a member to break up the total amount due for their prescription order into three equal payments. |
| **CVS Specialty Copay Plan Design Strategies**  [CMS-PRD1-113263](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=40a923d2-74fb-47db-8ae6-d150fcb77e1f) | Information about the CVS Specialty Copay Card Program. |
| **Drug Discount Card Program (Cash Cards)**  [CMS-PCP1-022376](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=aade7472-34ea-4dfc-b215-14a208f55d27) | Outlines the drug discount card program, where the plan member pays 100% of the discounted cost of the prescription at the point of sale. |
| **Manufacturer Coupons**  [CMS-2-004784](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43587366-52c2-46d9-97cc-06c649e45152) | Our Mail Order process when responding to questions regarding manufacturer coupons. |
| **Member Cannot Afford Medication (Alternatives and Financial Assistance)**  [CMS-PCP1-026963](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c) | Links to resources when a member is stating they are not able to afford the cost of a prescription. |
| **Prescription Savings Guide**  [TSRC-PROD-021695](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0eef4f1e-0fe4-43de-9fe7-f0cc3d1b2e1e) | Information about the Prescription Savings Guide. It is a letter that is mailed to members, providing information about various opportunities to improve adherence to therapy and reduce costs. |

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| Diabetic Program |

Refer to as needed:

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| **Title** | **Description** |
| **Member Charged a Copay for Their Diabetic Supplies with Diabetic Bundling (Kits)**  [TSRC-PROD-003577](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=97bcd0e6-af5f-4901-bd39-7780ae4d11e3) | How to process an RxClaim for diabetic bundling. |
| **Diabetic Meter Program and Supplies**  [TSRC-PROD-018594](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ec6e0003-0e30-45b3-be41-f052d329e2cc) | Process for how Home Delivery/Mail Order eligible plan members with participating clients are able to receive a complimentary Accu-Chek or One Touch blood glucose meter with an order for preferred test strips. |
| **Transform Diabetes Care (TDC)**  [TSRC-PROD-021750](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=d1ddf05c-1306-4ebb-8312-fb62333e4533) | Information to determine eligibility for Transform Diabetes Care (TDC). |

[Top of the Document](#_top)

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| Retail Offerings |

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| **Title** | **Description** |
| **ExtraCare +** **(CVS Retail Pharmacy)**  [TSRC-PROD-020482](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=021dd44c-2576-4289-b194-4f5f38167c41) | Information for the ExtraCare+ program. It is a paid membership program offered at the CVS Retail pharmacy. |
| **Drug Discount Card Program** **(Cash Cards)**  [CMS-PCP1-022376](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=aade7472-34ea-4dfc-b215-14a208f55d27) | Outlines the drug discount card program, where the plan member pays 100% of the discounted cost of the prescription at the point of sale. |
| **eVoucher (Electronic Voucher) Rx Program**  [TSRC-PROD-011091](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=662055fb-5236-4d5d-86b6-6feb7bcaa8d3) | Information regarding eVouchers, which are similar to Manufacturer Coupons, in that they discount certain medications. The application of the eVoucher does not display in our systems and cannot be removed by CVS Caremark. |
| **ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process**  [CMS-2-031058](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a4288b7e-f0ac-465a-a977-1ed310149305) | ExtraCare Health Benefit procedures on how to request a replacement, terminate this benefit, transfer points, linking health benefit to red card and resolving system errors. |
| **MinuteClinic, E-Clinic, Telehealth and Telemedicine Frequently Asked Questions**  [CMS-PRD1-090037](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cbbae264-df50-49cb-9fab-e58e2996af2c) | Information about MinuteClinic locations within CVS Retail pharmacy stores along with E-Clinic and Telemedicine. MinuteClinic provides plan members with increased access to low-cost, convenient health care, as well as a financial incentive from co-pay reductions for many services. |
| **Over the Counter (OTC) Health Solutions**  [TSRC-PROD-045610](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=23106c01-cf42-4b22-8c20-6bb6d370659a) | Used to help answer questions the beneficiary may have on OTC Health Solutions. OTC Health Solutions is a CVS Pharmacy program that provides over the counter (OTC) benefit administration. There are over 375 products, and a plan can choose to offer the full list of products or a subset of them. |

[Top of the Document](#_top)

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| Rx Coverage & Plan Design |

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| **Title** | **Description** |
| **Auto Refill Program (ARP)**  [CMS-PCP1-022387](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de) | The Auto Refill program allows members to automatically receive maintenance prescription refills at the appropriate time, without having to manually place the order. |
| **Caremark Cost Saver Program**  [TSRC-PROD-060360](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f389b4bb-3337-4b32-af6f-556d7fa03a78) | A new partnership with GoodRx aimed at lowering pharmacy out-of-pocket drug costs for CVS Caremark clients’ members that compares the plan pricing with pricing available through our drug discount program partner and automatically provides the lower price, where available for eligible members. |
| **Client Program Offerings Comparison Guide**  [CMS-PCP1-027425](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b6e05522-5955-4535-ad00-01d20dbe09e8) | Lists the Plan Design program descriptions including Mandatory Mail, Incentivized Mail, Retail 90, and Maintenance Choice options. |
| **Contraceptives Card**  [CMS-PRD1-080724](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=66d70c62-794f-4144-a5cd-f7d12effdfd9) | Outlines the Contraceptives Card retail program which is available to members of certain clients, or Eligible Organizations (EO), which have requested a religious exemption from providing contraceptive services. |
| **PeopleSafe Evidence-Based Plan Design (EBPD)**  [CMS-PCP1-038287](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=28fe5be8-55b0-468e-9b68-f12d25dc4573) | Information about Evidence-Based Plan Designs (EBPD) which help clients manage their overall health care costs by encouraging medication adherence among plan members. The clients offer incentives / rewards to members who take medication(s) that treat high-cost conditions and participate in designated health activities. |
| **Flexible Copay Incentive**  [CMS-PCP1-020630](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=be20189a-858e-41eb-a25c-1a2f2a51d0b6) | Procedure and information related to the Flexible Copay Incentive. It is a client specific offering which allows clients to offer their plan members a lower or waived copay for choosing a plan specified recommended drug (with their prescriber authorization). |
| **Generic Step Therapy Plans (GSTP)**  [CMS-PCP1-025481](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ad06cd65-d45c-478c-b05e-01c531a8b19a) | Generic Step Therapy Plans (GSTP) are a class of progressive plan designs that use a combination of Preferred Formulary and Step Therapy strategies. |
| **Handling Maintenance Choice Calls**  [CMS-PCP1-021863](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3) | Information, benefits, offerings, and setup process for Maintenance Choice, which may be Voluntary, Incentivized or Mandatory according to the member’s plan. |
| **Health Reimbursement Account (HRA)**  [CMS-PCP1-029146](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5faf1746-7a91-4622-9cc3-647c5b51d690) | How to view HRA information. |
| **Mail Service Pharmacy Program Features and Benefits**  [CMS-2-004649](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=8759d30e-3b85-43d6-8f00-59d327f8f260) | CVS Caremark's Mail Service Pharmacy Program offers the convenience of receiving medications delivered to the member's home or office at a reduced cost. |
| **Payment Fill & Bill**  [CMS-PCP1-025493](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0d911c06-a035-4993-b59a-c848a7d96831) | Information on the client-specific Fill & Bill offering, which allows the member to have a bill sent with their order, instead of paying up-front. |
| **Retail to Home Delivery Pharmacy Program - Talk Track**  [CMS-PRD1-086370](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1ba5303d-8d9e-4e95-9320-22642ff4acb6) | Talking points to use when presenting the Retail to Home Delivery program to members after authentication. |
| **RxZERO Program**  [TSRC-PROD-027529](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4618ac30-aed7-4ea1-bbd1-b6a021952c00) | Information about RxZERO. It is a plan design offering that clients can choose to implement. A member’s OOP would be set to $0 for preferred/generic diabetes drugs, including during the deductible phase. |
| **Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling)**  [CMS-2-007148](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3) | The CVS Caremark Specialty Pharmacy dispenses medications that help members manage rare and complex health conditions and are most commonly injectable medications that treat chronic disease states such as rheumatoid arthritis, growth hormone deficiencies, etcetera. |

[Top of the Document](#_top)

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| Vaccine Coverage |

Refer to as needed:

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| **Title** | **Description** |
| **Retail Pharmacy Vaccine & Flu Shot Administration**  [CMS-PCP1-040512](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c7ac0f02-7365-4ce0-8878-2a55d3b91cb5) | Process to determine if a client offers vaccine coverage through this program and the cost to the member. |
| **Vaccines**  [TSRC-PROD-008966](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=442488f7-4aaf-4f47-b1bf-97809946f909) | Downloadable list of currently available vaccines. |

[Top of the Document](#_top)

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| Related Documents |

[Client Program Offerings Comparison Guide (027425)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b6e05522-5955-4535-ad00-01d20dbe09e8)

[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)

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