# PeopleSafe - Handling Doctor and Prescribers Phone Calls

[Resolving Telephone Inquiries or Complaints from External Providers](#_Toc186551088)

[Related Documents](#_Toc186551089)

**Description:** Process for handling telephone inquiries or complaints from an external prescriber/prescriber’s office.

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| Resolving Telephone Inquiries or Complaints from External Providers |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Obtain information from prescriber to locate member account in question. Then determine the nature of the inquiry or complaint and attempt to resolve using existing processes. | |
| **If…** | **Then…** |
| Calling in a new prescription | Make sure a new script is needed, if so, follow normal processes to [transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) and properly introduce the caller to the correct department. (**Example:** FastStart, etc.)  If member’s script is being held due to delayed prescriber response, refer to [Delayed Prescriber Response/Prescriber Request Holds (023699).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44) |
| Caller requests to speak to PBM Clinical Counseling or questions about drug interactions | 1. Ensure Clinical Care Services is open. Refer to [When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8). 2. [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) and properly introduce to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). 3. Check any client specific process in Client Information Form (CIF), if applicable. |
| Hospital calls requesting list of member’s medications due to emergency | Refer to [Hospital or Emergency Medical Personnel (Non-Member or Third-Party Caller)](https://thesource.cvshealth.com/nuxeo/nxfile/default/5b354e50-0d15-42d0-b9c2-0711ea02d9ce/ncf:generated_pdf/HIPAA%2028920%20HIPAA%20Grid%20pulled%20031225-Nuxeo_v163.2%20new%20tem-Nuxeo_v163.16.docx.html?changeToken=132402-0&inline=true#_Toc195105395) in the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). |
| Caller requests for Prescriber information to be updated in system | Refer to [Address, Phone and Fax Number Changes for Prescribers and Pharmacies (028806)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=00ea6a48-8a47-415a-b8cf-b816a8c20850). |
| Calling about an Appeal | Run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421)in PeopleSafe for the drug in question and review the messaging to confirm the medication requires appeal.  For additional information, refer to:   * [Appeals (007339)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7126d2-19b7-4743-913c-8e9dd7329c08) * [MED D - Coverage Determinations and Redeterminations (Appeals) Landing Page (004825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e7d7ad7-e1c1-4fa1-8258-215a1c0ff32b) |
| Calling about a Prior Authorization (PA) | Run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) in PeopleSafe for the drug in question and review the messaging to confirm the medication requires prior authorization.   * If calling in a Prior Authorization handled by our Mail Order Pharmacy; [transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to correct department. Review client specific processes, as applicable, * [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) * [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c) * [MED D - Coverage Determinations and Redeterminations (Appeals) Landing Page (004825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e7d7ad7-e1c1-4fa1-8258-215a1c0ff32b) |
| After following all normal guidelines, there is still uncertainty about the correct area for processing or resolution for the provider | [Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to the Senior Team ([Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D (018060](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)))  **For complaints**:   * If the caller wants to file a complaint and does not need a callback, complete a Complaint task. Refer to [PeopleSafe - Handling Member & Prescription Complaints, Compliments or Suggestions (026703)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=03e1a9ae-7ffa-4472-8204-64920f27615c) for instructions. * If the caller wants to file a complaint and wants a callback, refer to the Senior Team ([CVS Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51), [CVS MED D (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)). |

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| Related Documents |

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

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

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