# Reminder: Member is at Risk of Being Low or Out of Medication

 Ensuring continuous therapy of plan-covered medication is a PBMs highest priority. For all medication related calls, you **must** confirm the current day’s supply on hand.

For all situations where a member is at risk of being low or out of medication due to shipping agents, refer to [Member Low or Out of Medication](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af).

This would include calls for:

* Order Refills
* New Rx Requests
* Order Reships
* Order Status

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