# MED D - Top Grievance Drivers

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**Description:** Provides the most common Grievance scenarios and the appropriate way to log the Grievance.

**Note:** For all First Call Resolution Grievances, education and adequate documentation **must** be provided. The beneficiary may still be unhappy at the end of the call, but if you provided suggestions on how to lower the cost (e.g., pharmaceutical assistance programs), the Grievance is FCR.

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| Deductible |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| I cannot afford my Tier 3-5 medications because they have a deductible I have to meet first. | First Call Resolution Grievance (Resolved) |
| I cannot afford my medication (and plan has enhanced coverage for certain Tiers) because I have a deductible to meet. | Coverage Determination,  First Call Resolution Grievance (Resolved) (If the plan is not enhanced) |
| I cannot afford my medication (specific Tier 1 or 5 medication named) because I have a deductible to meet.  **Note:** Tier 1 and 5 medications are not eligible for Tier Exception. | First Call Resolution Grievance (Resolved) |
| My plan has a deductible this year when it did not last year. | First Call Resolution Grievance (Resolved) |

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| Cost/Copay |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| The cost of many of my medications increased this year and I can no longer afford them. | First Call Resolution Grievance (Resolved) |
| Why is the plan not paying towards the cost of the medication? | First Call Resolution Grievance (Resolved) |
| Why do I have to pay the full cost of the medication? | First Call Resolution Grievance (Resolved) |
| I cannot afford the cost of my medication, specific medication name provided (no lower cost alternatives or does not want to discuss alternatives). | Coverage Determination |
| I have Extra Help, but my copays are higher this year. | First Call Resolution Grievance (Resolved) |
| I cannot afford the cost of my medications, no specific medication mentioned. | First Call Resolution Grievance (Resolved) |
| I received a formulary exception but cannot afford the high cost. | First Call Resolution Grievance (Resolved) |
| I received a tier exception to lower the cost. Why are you not honoring the lower price this year? | First Call Resolution Grievance (Resolved) |
| My formulary states the medication is a Tier 1 but when I went to fill the medication it paid as a Tier 2. | New Grievance (Unresolved) |
| All of the copays for my medications increased this year. | First Call Resolution Grievance (Resolved) |
| I am upset because I was quoted prices for this plan year and I am now being charged higher amounts. | New Grievance (Unresolved) |
| My copay was higher at CVS Pharmacy than when I used the Mail Service Pharmacy. | First Call Resolution Grievance (Resolved) |

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| Call Handling |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| I have had to wait a long time to reach someone. | First Call Resolution Grievance (Resolved) |
| I was transferred multiple times to receive an answer. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If coaching is needed) |
| I was told I would receive a callback but never received a call. | New Grievance (Unresolved) |
| I was told different information from different CCRs. | New Grievance (Unresolved) |
| I called and the CCR disconnected the call. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If coaching of previous CCR is needed) |

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| Mail Service Issues |

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| **Issue** | **Grievance Action** |
| My doctor sent a script and you still asked for my consent. | First Call Resolution Grievance (Resolved) |
| I don’t want to provide payment until you send the medication. | First Call Resolution Grievance (Resolved) |
| I did not want the medication sent until after the first of the year and the medication was sent anyway. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (if error made by Care or pharmacy) |
| The cost of the order was expensive, and no one notified me before sending it. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (if high copay call should have been made) |
| My medication costs $0 and you are asking to put a payment method on file. | First Call Resolution Grievance (Resolved) |
| My prescription was written for a 90-day supply, but I only received a 30-day supply. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (if error was made) |
| My medication is not available through the mail service pharmacy. | First Call Resolution Grievance (Resolved) |
| I was told you have to get new prescriptions because you can't get my old scripts from my previous mail service pharmacy. | First Call Resolution Grievance (Resolved) |
| I am out of medication because of the long time it takes to receive my orders. | New Grievance (Unresolved) |
| I am out of medication because my USPS mail order was delayed, but a bridge supply has been initiated and I agreed to pick up medication at retail or an override was placed and I can pick up medication at retail. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (if Quality of Care issue) |
| I am out of medication because my USPS mail order was delayed. | New Grievance (Unresolved) /  New Grievance (Unresolved) (if Quality of Care issue) |
| I previously received the brand name medication and this year I received the generic. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (if error was made) |
| I can’t get my Trulicity through mail order anymore when I was able to before. | First Call Resolution Grievance (Resolved) |

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| Premium Invoice |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| I was told I had to pay my premium monthly, but I didn’t get an invoice. | First Call Resolution Grievance (Resolved) |
| I received an invoice but I don’t agree with the amount - I was not informed that my premium increased. | First Call Resolution Grievance (Resolved) |
| I signed up to have my premium automatically taken out of my bank account and/or credit card, but I’m still receiving an invoice in the mail/email. | First Call Resolution Grievance (Resolved) |
| I am unhappy that I received a Dunning Notice or letter advising I am past due on my premium. | First Call Resolution Grievance (Resolved) |
| I received an invoice; however, I am being billed twice or for multiple months. | First Call Resolution Grievance (Resolved) |
| My premium increased this year. | First Call Resolution Grievance (Resolved) |

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| Disenroll Process |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| I have called Customer Care multiple times to disenroll and I am still showing as enrolled in the Plan. | New Grievance (Unresolved) |
| I’m not happy that I have made multiple attempts to disenroll; however, I am still enrolled. | First Call Resolution Grievance (Request received outside of AEP/SEP) /  New Grievance (Unresolved) (If a valid request was received) |
| I sent a letter and/or note on my invoice informing the Plan that I no longer wanted to be enrolled, but I’m still enrolled. | New Grievance (Unresolved) |
| I’m not happy that I’m not allowed to disenroll from the Plan. | First Call Resolution Grievance (Resolved) |

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| Retail Pharmacy |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| The seats at my pharmacy are so dirty that I cannot sit while waiting for my prescriptions to be filled. | New Grievance (Unresolved) |
| The pharmacist would not provide any explanation regarding my new medication because the pharmacy was too busy. | New Grievance (Unresolved) |
| The pharmacy provided misinformation regarding my medication. | New Grievance (Unresolved) |
| The pharmacy won’t allow me to return my medication that I no longer need. | First Call Resolution Grievance (Resolved) |
| I had to wait a very long time in line at my pharmacy. | First Call Resolution Grievance (Resolved) |
| I experienced a long hold time when calling the pharmacy. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If unable to reach the pharmacy to resolve beneficiary’s concerns) |
| The pharmacy staff was rude to me. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If unable to reach the pharmacy to resolve beneficiary’s concerns) |
| The pharmacy would not fill my medication because they are out of stock. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If beneficiary is still unable to get medication) |
| The pharmacy I previously used was preferred but is not this year. | First Call Resolution Grievance (Resolved) |

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| Plan Design |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| I have a coupon from the manufacturer. Why can't I use it with my plan benefit? | First Call Resolution Grievance (Resolved) |
| My medication changed from a Tier 2 to a Tier 3 this year. I cannot afford the higher price. | Coverage Determination,  First Call Resolution Grievance (If they are upset with the Tier changing, not only with the cost) |
| My medication was cheaper with my other plan. | First Call Resolution Grievance (Resolved) |
| There are no preferred pharmacies near me - why don't you charge the same amount at all pharmacies. | First Call Resolution Grievance (Resolved) |
| I was told I could only get a 7-day supply of my opioid even though it was written for a 30-day supply. | Coverage Determination  First Call Resolution Grievance (Resolved) only if they are upset about CMS requiring the 7-day supply, not about the quantity itself |

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| Formulary |

Refer to the table below:

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| **Issue** | **Grievance Action** |
| My medication (specific name mentioned) is not on the formulary. | Coverage Determination |
| The formulary does not include a lot of popular medications. | First Call Resolution Grievance (Resolved) |
| My medication requires a Prior Authorization (PA) this year. | Coverage Determination |
| My medication did not require a PA last year and now it does. | Coverage Determination,  First Call Resolution Grievance (Resolved) |
| My doctor prescribed the medication so you should cover it without having to do anything else. | Coverage Determination,  First Call Resolution Grievance (Resolved) |
| I should not have to do extra work to get my medication covered. | First Call Resolution Grievance (Resolved) |
| I was told I cannot ask for a tier exception because the drug is already on the lowest tier. | First Call Resolution Grievance (Resolved) |
| I cannot get my prescription filled because it is over the plan's limits. I received the medication last year with no problem. | Coverage Determination,  First Call Resolution Grievance (Resolved) |
| I am not able to get a refill for my hydrocodone medication; the pharmacist is telling me I received the maximum dosage. | Coverage Determination |
| I am told that all my opioid prescriptions must be written by the same doctor and I have to get the scripts filled at the same pharmacy. I use two different pharmacies because I live part of the year in Florida. | First Call Resolution Grievance (Resolved) |
| I was told that my prescription is excluded by Medicare Part D Law. | Coverage Determination (if requested),  First Call Resolution Grievance (Resolved) |

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| Other |

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| **Issue** | **Grievance Action** |
| I am not happy with the IVR system. | First Call Resolution Grievance (Resolved) |
| I am not happy with having to authenticate myself while using the IVR system. | First Call Resolution Grievance (Resolved) |
| I am dissatisfied with the functionality or content of the Caremark.com website. | First Call Resolution Grievance (Resolved) |
| I am unable to log into my Caremark.com account. | First Call Resolution Grievance (Resolved) /  New Grievance (Unresolved) (If beneficiary is still unable to login while on the phone) |

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