# PeopleSafe - Medication Recall and Replacement

[Process](#_Toc129852573)

[Related Documents](#_Toc129852574)

**Description:** Procedure to use when receiving a member inquiry regarding a product being recalled from the market, including when a member requests to return a prescription that has been identified as a drug or Manufacturer Recall.

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| Process |

When you receive a member inquiry regarding a product being recalled from the market, perform the following procedures:

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| **Step** | **Action** | |
| **1** | Access PeopleSafe Mail Services / Order Status screen and verify we filled the prescription in question.   * If the prescription was filled at Mail Order, proceed to Step 2. * If we did not fill the prescription**,** advise the member to contact the pharmacy that filled the prescription.   **Note:** If the member is not satisfied with this response, offer to warm transfer the member to their local pharmacy. | |
| **2** | Review Corporate Communication specific [Recent Talk Tracks (026403)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc3c288a-8591-4a80-aded-f31261961738) added in the last 60 days for the product in question. | |
| **If…** | **Then…** |
| Information for the product recall is not available | Inform the member as follows:  I am unable to verify if this medication has been recalled, let me transfer you to Clinical Care Services to verify.  **CCR:** Resolve outstanding issues then warm transfer the caller to [Clinical Care Services (CCS) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) to verify if a recall has been issued regarding the medication in question. |
| * The member wants information beyond what is available in theSource Recent Talk Tracks,   or   * The member is asking about replacing/returning the medication | Resolve outstanding issues then warm transfer the caller to [Clinical Care Services (CCS) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |

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| Related Documents |

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

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

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