# PeopleSafe - Intervention Changebacks

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**Description:** Instructions regarding prescriptions changed due to the Interventions process, and how to handle member requests for changing back to the original prescription.

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| General Information |

**** Do **NOT** call the regular Clinical Counseling line for Changebacks. Only the Intervention Changebacks teams can assist with these calls.

* Do **NOT** commit to an Intervention Changeback. Each request must be reviewed and approved by the Intervention Changebacks Team, a group within Clinical Care Services.
* Do **NOT** transfer the plan member to the Clinical Care Services if the order is still in process.Refer to [PeopleSafe - Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) for order status codes, definitions, instructions and talk tracks.
* Be proactive when possible.If a conversion is in process, suggested verbiage would be:  Your prescriber has been contacted for clinical questions regarding your medication. You may want to get in touch with your prescriber if you have any concerns.

**Note:** Intervention Changebacks are honored if requested **within 6 months** of the ship date, with the ship date counting as Day 1.

* **DAW and MPP/CCM** (Dispense as Written and Managed Plan Program/Custom Care Mail) – There is a potential for full credit if Intervention Changeback requested within 60 days. From 60 days to 6 months, Intervention Changeback may still be possible, but no credit, mail tag or medication balance will be issued.
* **TIP** (Therapeutic Interchange Program) – This program is now a mandatory formulary switch, or some clients have a Prior Authorization (PA) option where the member can obtain the nonformulary drug with a PA.

**Note:** To switch back to a non-formulary drug, the member needs to have that PA option available for their benefit plan and the PA in place for a Changeback.

**Phone numbers and hours of operation:**

* **CCM/DAW/TIP Changebacks** 
  + 1-800-224-1193
  + Monday – Friday: 7:00 am - 6:30 pm CST
  + Saturday: 7:00 am - 4:30 pm CST

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| Process |

Perform the steps below for this process:

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| **Step** | **Action** | | | |
| **1** | Click on the order number containing the Rx number of the switched medication.  **Result:** **Order Status** screen displays. | | | |
| **2** | Click on the (**+**) button for the Rx number to expand or display its Prescription Details.  Determine type of intervention employed:   * DAW * CCM - Refer to [Custom Care Mail (CCM) - MP1, MP2, MP3 (039323)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4aede8ce-52ef-4266-8c5f-ac8ed8cd1342) * TIP | | | |
| **3** | Inform the plan member of the specific change as outlined below: | | | |
| **If…** | **Then…** | | |
| For **Clinical Interventions:**   * DAW * TIP * CCM | Perform the actions below: | | |
| **Step** | **Action** | |
| **1** | Inform the plan member that the PBM has contacted their prescriber’s office to authorize an appropriate substitution or alternate therapy regimen.  Do **NOT** commit to an Intervention Changeback. This determination will be made by the Clinical Care Services Intervention Changebacks Team.   * Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). | |
| **2** | Confirm that the plan member has received a letter regarding change and if it was understood.   * Verify the client’s plan design for any of the following:   + Mandatory Generic Substitution   + DAW cost differences   + Co-payment difference (Brand vs. Generic also preferred vs. non-preferred) | |
| **3** | Inform plan member of all Plan Design Criteria. | |
| **If…** | **Then…** |
| Plan Member has any questions or concerns regarding the switched medication | Warm Transfer the call to the Clinical Care Services Intervention Changebacks Team.   * Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). * Refer to [PeopleSafe – Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) |
| After Hours | Advise the member to call back during normal business hours and choose **Option** **1 or 2**.  **Phone numbers and hours of operation:**   * **CCM/DAW/TIP Changebacks**    + 1-800-224-1193   + Monday – Friday: 7:00 am-7:00pm pm CST   + Saturday: 7:00 am-4:30 pm CST   Do **NOT** call the regular Clinical Counseling line for Changebacks. Only the Intervention Changebacks teams can assist with these calls. |
| Member did not receive a letter | View the information in Communication History.   * If the information is not located in Communication History, contact the Clinical Care Services Intervention Changebacks Team to obtain verification.   + Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Member is calling about reduced quantity of medication received | Inform member that for some classes of medication, additional quantity limits may apply.   * If the plan member has any additional questions, Warm Transfer (052326) the call to the Clinical Care Services Intervention Changebacks Team. * Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). * Refer to [PeopleSafe – Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) |
| Member is calling about medication denied due to non-covered diagnosis | Inform member that for some classes of medication, additional restrictions may apply.   * If the plan member still has additional question, Warm Transfer the call to the Clinical Care Services Intervention Changebacks Team. * Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). * Refer to [PeopleSafe – Five9 Phone Agent Desktop (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) |
| Intervention is in process | Changebacks cannot be addressed until new order is sent and would then be treated as a normal changeback request. It is also possible the prescriber may not approve the suggested change.  Do **NOT** transfer the member to Clinical Care Services. |

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| Resolution Time |

Clinical Care Services will review resolution time with the member.

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

[CALL 0011 Authenticate Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[Refusal of Generic Substitution](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd854b0c-3a84-484d-ba59-f7aea438e6df) (004620)

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