# PeopleSafe - Refusal of Generic Substitution

[Refusal of Generic Substitution Process](#_Toc155107688)

[Resolution Time](#_Toc155107689)

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**Description:** This document provides procedures for when a Member received a generic medication but prefers brand medications instead.

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| Refusal of Generic Substitution Process |

**Notes:**

* Request is only honored if within 180 days from ship date, counting the “ship date” as day 1.
* This process should **not** be referred to as a “courtesy retranslation.”

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Obtain Prescription Number of medication in question. | |
| **2** | Locate and click on Prescription Number to display. | |
| **3** | From the Prescription Details screen, click on  to display Prescription Version screen. Determine if a “Dispense as Written” (DAW) intervention was made. | |
| **If…** | **Then…** |
| DAW intervention **was made** | Refer to [Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36). |
| After hours, and member needs to speak with the Changeback team | Ask member to call back during [normal business hours (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| DAW intervention **was not made** | * Review plan design.   + If member has a Mandatory Generic plan, inform them brand will only be covered when a generic is not available.     - Run a Test Claim for the brand name medication at Mail Order with May Sub field indicating PT-NO. Inform the member of possible co-pay.   **Note:** Depending on the plan design, if a retranslation occurs, some members are charged a DAW cost difference along with the copay although their prescriber did not indicate DAW and some are charged the difference between the brand and the generic.   * Proceed to Step 4. |
| **4** | Use the appropriate scenario below: | |
| **If…** | **Then…** |
| Member is still unsatisfied with the substitution | Warm Transfer to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) to verify the prescription.  Refer to [Basic Call Handling (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) for proper introduction and release of caller. |
| After hours for Clinical Counseling team | Refer to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for hours of operation.  Send a Resolution Manager Task as follows:   * **Task Category:** Rx Verification * **Task Type:** Courtesy Retranslation * **Queue:** Retranslation - Participant Services   + In Notes box, indicate “Refusal of Generic Substitution.”   + Inform member they will receive a call from a Clinical Counseling Pharmacist within two (2) business days to discuss their prescription. |

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| Resolution Time |

Within 2 business days.

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| Related Documents |

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

[Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36)

[Log Activity and Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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

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