# PeopleSafe - Mixed Medication / Incorrect Medication Dispensed

[Process](#_Toc197341626)

[Related Documents](#_Toc197341627)

**Description:** The process for if a Member calls Customer Care to report that the medication they received was not what was prescribed or expected. Request is only honored if within 180 days from ship date, with the ship date being counted as Day 1.

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| Process |

Perform the following steps to handle a call regarding “Mixed / Incorrect Medication Dispensed”:

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| **Step** | **Action** | |
| **1** | Obtain **Prescription Number** of mixed/incorrect medication. | |
| **2** | * Access the . * Locate and click on the **Prescription Number** to display the . * Verify that the “Drug Dispensed” indicates the medication the Member expected to receive but the contents are in question.   + If the “Drug Dispensed” does NOT reflect the medication that the member expected to receive, determine if an intervention switch has taken place: | |
| **If intervention has…** | **Then…** |
| Taken place | Follow the procedure for [Intervention Changebacks](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36) (004594). |
| Not taken place | Follow the procedure for [Prescription Verification](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=524fc0e9-7c7b-4f21-8a43-36a8783b4c50) (008134). |
| **3** | From the **Order Status** screen, confirm **shipping address**.   * If address is incorrect, refer to [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee). | |
| **4** | [Warm transfer (052326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4819426-de56-4e8b-8caa-7f5d3a477e72) to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * Ensure Clinical Care Services are within their Hours of Operation. * **Medicare D** beneficiaries should continue to be **warm** transferred. * Check any client specific process, if applicable.   **Note:** If after Clinical hours, follow the [Clinical Counseling Pharmacist After Hours Process (025502)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11046d79-1420-4e0e-b312-affdbc9efa9a). | |

[Top of the Document](#_top)

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| Related Documents |

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

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

[Top of the Document](#_top)

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