# PeopleSafe - Alleged Switched Labels on Medication

[Process](#_Toc169084429)

[Log Activity](#_Toc169084430)

[Resolution Time](#_Toc169084431)

[Related Documents](#_Toc169084432)

**Description:** Step-by-step process a Customer Care Representative should follow when a member calls to report that labels on medications received are switched.

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| Process |

Perform the following steps:

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| **Step** | **Action** |
| **1** | Obtain the prescription number(s) of the medication in question. |
| **2** | Obtain the following information from the **Main Screen**:   * Order Number * Assigned pharmacy * Ship date |
| **3** | From the **Main Screen**, click on the Order Number. |
| **4** | Confirm the 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).   + If order is to be shipped to alternate address, indicate in upcoming task notes. |
| **5** | Verify that both medications were requested in same order. |
| **6** | Verify that all information on the labels is correct and the only error is that labels were switched. |
| **7** | Inform the member a USPS mail tag will be sent for the medications with the incorrect labels. |
| **8** | Obtain address and telephone number.   * If member requests, pick up may be done at alternate address. * If medication is a **controlled drug**, inform member a separate bag will be sent so both prescriptions can be sent back, and the prescriber will be contacted for approval prior to reshipping.   + Verify prescriber's phone number on the Main Screen.   + Obtain member's phone number and best time to call. |
| **9** | Confirm the number of Days’ Supply of medication the member has on hand.   * If days’ supply is limited, offer alternatives if allowed by the member's Plan Design. |
| **10** | Determine whether the member took the wrong medication.   * If yes, [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) call to a [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   + Inquire if there is anything else you can assist with prior to transferring call.   + Introduce call to Pharmacist with complete details of the incident. * If No, request that medications be reshipped with correct labels. |
| **11** | Create an RM Task from :  **Task Category:** Rx Verification **Task Type:** Switched Labels on Medication **Queue:** Reship - Participant Services |
| **12** | Include specific notes related to the situation. |

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| Log Activity |

#405 Order Reshipment

[Top of the Document](#_top)

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| Resolution Time |

Shipped within one business day.

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| Related Documents |

**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)

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

[Top of the Document](#_top)

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