# PeopleSafe - Reject 70 NDC Product/Service Not Covered - Pending Formulary Review MR - Product Not on Formulary

[Process](#_Toc176513309)

[Related Documents](#_Toc176513310)

**Description:**  Used when a Reject 70 displays as National Drug Code (**NDC**) Product/Service Not Covered Pending Formulary Review.

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| Process |

Complete the following steps:

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| **Step** | **Action** |
| **1** | Search, find, and view the member’s account in PeopleSafe and then locate the rejected claim. |
| **2** | Review the Client Information Form (**CIF**) and determine if this medication/product is included in their formulary. |
| **3** | Perform a [Test Claim (004573)](file:///C:\Users\u032937\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\DWR9LPBH\CMS-2-004573) for the medication/product in question.   * If shows to pay, notify the member. * **If rejects:**   + **For Disposable Insulin Pumps (Example: OmniPod):**  Disposable Insulin Pumps are not a product currently covered under your pharmacy benefit plan. You may receive communication if your plan coverage changes. In the meantime, please visit caremark.com to check drug coverage or speak with your provider for alternatives.   + All other rejects, refer to [locate an alternative Medication by Generic Identifier (031772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47f55369-da9d-4d40-b818-64a3ed48a317), select an NDC Number listed and perform the test. Continue this process for all NDC’s displayed until one of them works.     - If you find one that works, document the NDC Number then notify the member of the NDC Number and notify them that their doctor will need to write a prescription for that NDC Number or refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).     - If none of the NDC’s listed will accept and process, refer to [Appeals (007339)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7126d2-19b7-4743-913c-8e9dd7329c08). |

[Top of the Document](#_top)

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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)

[Log Activity/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)

[Top of the Document](#_top)

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