# PeopleSafe - Requests for Specific Generic Manufacturer In and Out of Stock Process

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**Description:** Provides Customer Care with steps to request a specific generic manufacturer for a new prescription, or how to change a prescription that was already filled, when a prescriber or member requests that a generic from a specific manufacturer be dispensed.

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| Reminders |

The PBM will make every attempt to meet members’ needs.

When able to fill for the specific generic manufacturer, the pharmacy will add a **long-term Stop See comment** to the member’s profile to ensure that any future orders for the prescription will be filled with the requested generic manufacturer.

**Long-Term Stop See Comment Reminder:** Each order will be held for review by the pharmacy, and it will delay processing for 1 to 2 business days.

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| Requests for Specific Generic Manufacturer Process |

 Advise the member that we cannot guarantee we can get the requested manufacturer, and if it is unavailable, the pharmacy will contact the prescriber for a suitable alternative.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine the status of the prescription in question. | |
| **If…** | **Then…** |
| Member will be mailing in a new prescription | Advise the member to have their prescriber write the specific manufacturer’s name on the prescription and write DAW for the generic. |
| Prescription is not yet showing as in process | Refer to [When to Transfer Calls to Clinical Care](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8).  These calls are primarily handled by clinical care who will add a Stop comment when necessary. |
| Prescription is currently in process with the wrong manufacturer | Refer to [Participant Hold](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c) to place a prescription on hold, if still available. |
| Prescription has already been filled by the PBM | Warm transfer [Clinical Care Services Clinical Counseling](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * In the Comments field, briefly note why the specific manufacturer is being requested. (**Alternative:** Clinical team can ask the member for the reason and document in the Stop See comment or wherever is appropriate.) * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. These are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable. |

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| Requests for Specific Generic Manufacturer That We Do Not Stock Process |

If the specific manufacturer is unavailable, the pharmacy will contact the prescriber for a suitable alternative.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine the status of the prescription in question. | |
| **If…** | **Then…** |
| Member will be mailing in a new prescription | Advise the member to have their prescriber write the specific manufacturer’s name on the prescription and write DAW for the generic. |
| Prescription is not yet showing as in process | Refer to [Stop See Comments](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) for directions on entering a comment to request the specific manufacturer.  **Result:** At the time that we are able to fill for the specific generic manufacturer, the pharmacy will add a long-term Stop See comment to the member’s profile to ensure that any future orders for the prescription will be filled with the requested generic manufacturer. |
| Prescription is currently in process with the wrong manufacturer | Refer to [Cancel Order or Prescription Refill or New Prescription](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) to cancel the order, if still available. |
| Prescription has already been filled by us | Warmtransfer [Clinical Care Services Clinical Counseling](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm transfer,** these are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable. |
| Prescription order was cancelled due to the requested manufacturer being unavailable | Refer to [FAQ Section](#_Frequently_Asked_Questions) below. |

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| Frequently Asked Questions with Answers |

Refer to as needed:

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| **Question** | **Answer** |
| My doctor has prescribed my medication, why can’t you get it for me? | We are unable to stock all medications from all manufacturers. However, if the specific manufacturer is unavailable, the pharmacy can contact the prescriber for a suitable alternative. |
| Why don’t you stock all medications by all manufacturers? | We have business agreements with manufacturers that provide the best quality of product for our members. However, we are not able to contract with all manufacturers. |
| I want the prescription made by this company | We have different suppliers that can provide the generics you need from other reputable manufacturers. |

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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" \t "_blank), [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

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