# PeopleSafe - Controlled Substance Information (C2-C5)

[Process](#_Toc191469112)

[Additional Notes on Controlled Substance Orders](#_Toc191469113)

[List of C2 Pain Treatment Medications](#_Toc191469114)

[Electronic Prescribing of Controlled Substances](#_Toc191469115)

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**Description:** Information for when a member needs to fill a prescription for a controlled substance and the signature requirements when the prescription is delivered.

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| Process |

**Note:** If you run a test claim for a Controlled Substance, refrain from advising the member the medication can be filled at this time. For Controlled Substance medications, there are additional factors to consider (i.e., federal and state laws).

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Identify the reason for the call and consult the member as appropriate. | |
| **If…** | **Then…** |
| Member needs to fill a new controlled substance prescription (C2-C5) through mail service | **Ask the member:**   * What state they are calling from and confirm the prescriber is also in that state. * If the prescriber is in a different state, verify restrictions on the prescription for the state where the prescriber is located. * Determine if the controlled medication is C2.   **Example:** Some Wisconsin or Iowa residents may have prescribers in Illinois and the prescriptions would need to be handled under the Illinois prescription restrictions.  **If the medication is C2:** Advise the caller that because the prescription is a Class 2 controlled drug, a new prescription must be mailed in or sent in electronically by the prescriber, if allowed by the state. New prescriptions for Class 2 controlled drugs cannot be phoned in or faxed, nor can they be requested by a CCR or FastStart.  If member has a written prescription:  **Advise the member:**  To mail the Rx to theirdesignated ROCC address shown in PeopleSafe. Orders may be sent regular mail. It is not necessary for the member to send the Rx to us via an overnight service.  **Notes:**   * This may be recommended for prescriptions from states with time restrictions or if the member wants to rush the order. If a member wishes to send in Rx overnight to us, both [UPS and FedEx (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) require a street address, not a P O Box. * CCRs can request a new prescription for C3-C5 controlled substances. * [C3-C5 prescriptions (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117) can also be faxed or called in by the prescriber, providing there are no state restrictions. Certified prescribers may also [ePrescribe C2-C5 Controlled Substances.](#_Electronic_Prescribing_of)   **Reminder:** For timely processing, include the [Mail Service Order form (029612)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16142905-4723-455c-8415-43b52a4e1f60). If the member cannot obtain the form, a blank sheet of paper can be used and ask them to include their account information (Name, DOB, ID number, address, and phone number).  **Note:** Any new prescriptions mailed in may take up to 5 business days to process before they ship out. The customer needs to account for the following when determining how long it will be before they receive a prescription:   * Time it takes for the prescription to get to CVS Caremark by mail, FEDEX, or UPS shipping from the member. * Shipping time after it leaves our pharmacy to when the member will receive it.     Controlled medications, especially Schedule 2, may take longer to process here as they have more restrictions than other medications.   * Date the prescription was written will be used to determine when a prescription will expire. * Prescription needs to be received by us prior to the prescription's expiration date. * Schedule II Controlled substances will require an adult signature (age 18 or over). * Schedule III, IV, and V controlled substances shipping to an address in Georgia will require an adult signature (age 18 or over). * Schedule III, IV, and V controlled substances shipping to other states will not require a signature but will have confirmation from the shipping carrier that the package was delivered. |
| Member received a letter stating their Controlled Substance could not be filled    OR    PeopleSafe indicates the prescription could not be filled. **Example:** Order RTP’d and conflict says “RPh Judgement” or similar | **Review the comments at the Claim/Order level for the reason the prescription was not filled.**   * Comments are divided into Internal and External reasons. * Only provide the member with the “External” comments.   Do NOT discuss the “Internal Reasons” with the member, as this is for our colleagues only.   * Warm transfer 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. * Review client specific processes, if applicable. |
| Member requests to speak with one of the "Control" pharmacists | **DO NOT TRANSFER THE CALL.**  Ask if you can assist the member.  If the member insists on speaking with a pharmacist, [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) 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. * Review client specific processes, if applicable. |
| Member has questions/concerns about state law restrictions for day supply, etc. | For Home Delivery and Retail prescriptions, refer to [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117).  **Note:** Test claims may “accept” if you do a 90-day supply for a controlled medication; however, whether a member is able to fill the 90-day supply is dependent upon their state law. Advise the member to consult with their local pharmacist for more information. |
| Member is checking on the status of a CII prescription order | Refer to [Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) on how to determine the current status of an order.  **Exception for C2 pain treatment medications:**   * After a C2 pain treatment medication reaches the “Label Printed” order status there is a final review conducted by our Mail Order Pharmacist, which could involve an outreach to the prescribing doctor in some cases. * Notify the member that the order is “In Process” and communicate our standard overall turn-around time. * Refrain from telling the member their order will be shipping soon due to the “Label Printed” status.   Refer to List of [C2 Pain Treatment Medications](#_List_of_CII) below. |
| Member is calling to place a C2 medication on hold (Participant Hold) | * Do **not** place the order on a participant hold. * C2 prescriptions cannot be held at member request due to various state and federal laws. Refer to [Post-dating prescriptions](#postdatingprescriptions)for information about a doctor requesting a C2 to not be filled until a specific date. |
| PeopleSafe displays the conflict “ADV – C2 HARD COPY REQUESTED IN PHARMACY” | Advise the member that the prescription is “In Process” and reinforce our standard turn-around time.  **Internal use only:** The dispensing Mail Order pharmacy must have the physical C2 (II) prescription in hand before dispensing. When a C2 is received at a ROCC, the order will be scanned into the system and then the Rx shipped overnight to the appropriate Mail Order facility. This conflict means this process is underway. Do not alarm the member or tell them that we are waiting for a prescription. |
| Member indicates that their prescription bottle label says that one of their prescriptions is still valid and shows available refills, but we did not fill it | If this is a medication that is regulated more strictly in the member's state than at the Federal level, our prescription label may only reflect the Federal allowance for the life of the prescription.  Member calls regarding this should be [warm transferred (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to [Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for consultation.   * Ensure Clinical Care Services are within their Hours of Operation. * Review client specific processes, if applicable. |
| PeopleSafe displays any of the following rejection codes:   * 647 -“Quantity Prescribed Required for C2 Prescription” * 648 - “Quantity Prescribed does not match original C2 Dispensing” * 649 - “Quantity for C2 Prescription Exceeds Quantity Prescribed” * 650 - “Fill Date Greater Than 60 days from C2 Rx Written Date” | Advise the member that a new prescription will be required.  **Internal use only:**  These rejection codes are for both Retail and Mail. They are hard rejects; No overrides can be added to make the claim pay. If the rejection(s) display on a Test Claim, double-check the quantity to make sure it is entered correctly. |
| PeopleSafe displays  “FFL CS EARLY REF” | “FFL CS EARLY REF” conflict will display for controlled substance (C2-C5) fills that haven’t met specific utilization percentages causing the member’s prescription to go into the future fill queue.  Reinforce with the member the date at which their prescription can be filled (FFL date). |

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| Additional Notes on Controlled Substance Orders |

Use as needed:

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| **Issue** | **Resolution** |
| **Post-dating prescriptions** | * Prescriptions for controlled substances cannot be post-dated by the prescriber. Prescriptions should be dated for the day they are written. * Prescription date and postmark on envelope will be compared and the prescription will be returned to the member if it has been postdated. * We can fill prescriptions in which the prescriber has written “do not fill until.” In this case, the member can send the three consecutive 30-day prescriptions in at one time, and we will place them on hold until ready to be filled. |
| **Expiration dates on prescriptions** | If there is an expiration date listed on a Controlled Substance prescription, we must receive the prescription before it expires to fill it. |
| **Refills** | The refilling of a prescription for a controlled substance listed in schedule II is prohibited. A member must obtain a new prescription for each fill of a schedule II drug. Schedules III and IV controlled substances may be refilled if authorized on the prescription and state laws allow. |
| **Transferring controlled medications** | Schedule II controlled substances are unable to be transferred.  A DEA registered pharmacy may transfer original prescription information for schedules III, IV, and V controlled substances to another DEA registered pharmacy for the purpose of refill dispensing between pharmacies, on a one-time basis only. Advise member to consult with local pharmacy on state laws. |
| **How long does the prescription remain valid?** | A prescription for a drug in schedules III or IV remains valid for six months after a doctor writes it unless there is a state law advising otherwise. Inform the member to consult with their local pharmacy regarding their state laws of validity of a schedule II prescription. |
| **Day supply** | Federal law allows members to get a 90-day supply of a controlled substance, yet many state laws only allow a 30-day supply of schedule II. Test claims may accept for 90-day supplies. Whether a member can receive the medication in a 90-day supply depends on their state laws. Advise member to consult with their local pharmacy. |
| **Partial fills** | In most states, partial fills of schedule II-controlled medications will result in the remaining amount being void. The member will need a new prescription for the remaining amount. Federal law does allow for partial fills of schedules III-V. The member should consult with their local pharmacy regarding their state laws. |
| **Refill Date** | Refills for Controlled Substances are based on several factors outside of whether the plan will cover the fill. If you run a test claim, do not advise the member the medication can be filled. Instead, review Next Refill or FFL date in PeopleSafe. |
| **Signature Required Delivery** | * Schedule II controlled substances will require an adult signature (age 18 or over). * Schedule III, IV, and V controlled substances shipping to an address in Georgia will require an adult signature (age 18 or over). * Schedule III, IV, and V controlled substances shipping to other states will not require a signature but will have confirmation from the shipping carrier that the package was delivered.   Members may make arrangements with their local post office to sign for medication if the order was shipped through USPS. CCRs should encourage the member to provide a street address for the shipping of their order. |
| **Mailing in a Controlled Substance prescription** | The member may send their order via regular mail.   * If the member needs to send the prescription via UPS, FedEx, etc., provide the street address for the [corresponding ROCC (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| **C2-C5 Overrides** | Before pursuing an override for a controlled substance, check the CIF to ensure it’s allowed by the client. If an override is allowed by the client, contact the retail pharmacy, and speak to the pharmacist to ensure that they will be willing to fill the Rx early as even if we get an override there’s no guarantee the pharmacist will fill it. Document the pharmacy name, pharmacist’s first name and last name initial, then follow the process outlined in the CIF. |
| **Federal v. State laws** | There are Federal laws for controlled substances under the Controlled Substances Act, and in addition, each state has its own controlled substances laws. If the federal and state laws differ, the more strict law would apply.  **Example:** Federal law allows a 90-day supply of Adderall. CCR does a test claim for 90-day supply and it accepts. The member states that pharmacy tells them they can only fill a 30-day supply due to state laws. The pharmacy must follow their state laws and only provide member with a 30-day supply. |
| **Automatic Refill and Renewal** | Controlled substances are excluded from these programs. |

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| List of C2 Pain Treatment Medications |

The following C2 Pain Medications are eligible for a final pharmacy review, as discussed in [Step 1 If and Then table](#MemberCheckingStatusofCIIPrescription) of the above Process section.

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| **CII Pain Treatment Medications** |
| AVINZA CAP |
| ENDOCET TAB |
| FENTANYL DIS |
| HYDROMORPHON AMP |
| HYDROMORPHON MDV |
| HYDROMORPHON SUP |
| HYDROMORPHON TAB |
| HYDROMORPHON VIA |
| KADIAN CAP |
| LEVORPHANOL TAB |
| MAGNACET TAB |
| MEPERIDINE SDV |
| MEPERIDINE TAB |
| METHADONE SOL |
| METHADONE TAB |
| MORPHINE ER CAP |
| MORPHINE ER TAB |
| MORPHINE SUL SOL |
| MORPHINE SUL TAB |
| MORPHINE SUL VIA |
| MS CONTIN TAB |
| MSIR TAB |
| NUCYNTA TAB |
| OPANA ER TAB |
| OPANA TAB |
| OPIUM TIN |
| ORAMORPH SR TAB |
| OXECTA TAB |
| OXYCOD/APAP CAP |
| OXYCOD/APAP TAB |
| OXYCOD/ASA TAB |
| OXYCOD/IBU TAB |
| OXYCODONE CAP |
| OXYCODONE CON |
| OXYCODONE TAB |
| OXYCONTIN TAB |
| OXYFAST CON |
| OXYIR CAP |
| OXYMORPHONE TAB |
| PERCOCET TAB |
| PERCODAN TAB |
| ROXICET SOL |
| ROXICET TAB |
| ROXICODONE TAB |
| SECONAL CAP |
| TYLOX CAP |

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| Electronic Prescribing of Controlled Substances |

Effective October 17, 2014, certified prescribers may send **ePresciptions** for controlled substances into the CVS Health Mail Order Pharmacy for fulfillment. The Drug Enforcement Administration (DEA) only allows certified e-Prescribing systems to e-Prescribe controlled substances; this includes:

* Systems used by the prescriber to submit controlled substance prescription orders.
* Systems used by the mail order pharmacy to receive and fill controlled substance prescription orders.

CVS Health has implemented processes that will systematically identify if a prescriber is certified to send controlled prescriptions electronically. Additionally, the CVS Health application LINKS is certified and can accept electronic prescriptions for controlled substances from certified prescriber systems. CVS Health will be able to fill all classes of controlled substances (C2-C5) unless restricted by certain states.

* For information on specific state restrictions refer to [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117).
*  For information on e-Prescriptions, refer to [PeopleSafe - eFax or ePrescriptions (eRx, eScript) (010512)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc4ad3c1-6908-4c11-9b7c-5d44368d16d8).

Customer Care is not responsible for determining which prescribers are certified. Prescriber certifications are handled by the prescriber’s own software provider and SureScripts, in accordance with DEA certification regulations. CVS Health is not involved in prescriber certifications.

**Note:** This does not impact rules for faxing prescriptions. The difference between a fax (and e-Fax) and an electronic prescription is how they are transmitted, not the origination.

* Faxes are an image that is sent through a specialized phone line - a fax line. An e-Fax is sent from a computer. Fax and e-Fax are the same transmission method. In Verify Order, Receive Mode displays “FAX.”
* Electronic prescriptions are a set of prescription data that is sent over the internet through a secured server, SureScripts. These are not sent on a fax line. In Verify Order, Receive Mode displays “ERX.”

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| Related Documents |

[Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117)

[Controlled Substance List (Alphabetical Order) (042397)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5dc5036d-0356-4c49-a4c2-1dcafbbd4197)

[Controlled Substance List (Sorted by Schedule) (013688)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7172ebe6-dbba-42eb-82ca-969b41a22763)

[Customer Care Abbreviations, Definitions, and Terms (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)

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