# PHD – Reject 99

[Resolution Process](#_Toc105501099)

[Related Documents](#_Toc105501100)

**Description:** Use when a pharmacy submits a claim and the benefit pricing file is incorrect or invalid, and the claim rejects with Reject 99.

|  |
| --- |
| Resolution Process |

Determine if the claim rejected for Reject 99:

|  |  |
| --- | --- |
| **If…** | **Then…** |
| Yes | Submit Claim Referral Task.  Refer to [PHD - Compass - Support Task Job Aid (049979)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c8fa0241-307d-43a9-b680-cb498e043932) **or** [PHD - Claim Referral Resolution Manager Task (066040)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=194e12d5-2ca5-4d36-b391-1dd3b17d9bd6). |
| No | Continue to help the pharmacy resolve the reject. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent Documents:**

DOC-013205: [Retail Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-013205)

[IRXME-060935 - CarelonRx® Pharmacy Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=IRXME-060935)

**Abbreviations/Definitions:** [CarelonRx Customer Care Abbreviations and Definitions](%20TSRC-PROD-019003)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**