# PeopleSafe - Pharmacy Requesting a Member ID

[Process](#_Toc149576139)

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**Description:** Instructions for how to handle a call from the pharmacy requesting a member’s processing information and includes obtaining the member’s ID number.

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| Process |

Complete the steps below:

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| **Step** | **Action** | | | |
| **1** | Access PeopleSafe and perform a name and date of birth search.   * If profile displays, fully authenticate then proceed to the next step. * If no profile found, ask the caller to contact the member to obtain the member ID located on front of their prescription card. | | | |
| **2** | Access the Main Screen and validate thePharmacy’s NPI / NCPDP number. | | | |
| **3** | Determine if this is a Medicare Member by locating the Medicare D indicator on the member’s account. | | | |
| **If the member is…** | **Then…** | | |
| Not a Medicare member | Proceed to the next step. | | |
| A Medicare member | Review the **Additional Eligibility** screen for the Member’s Beneficiary Identifier (MBI). | | |
| **If…** | | **Then…** |
| Located | | Obtain the member’s Medicare Beneficiary Identifier (MBI).  **Note:** The Medicare Beneficiary Identifier (MBI) requires 11 characters (mixture of alphabetic and numbers).  Icon - Conversation What is the Member’s Beneficiary Identifier (MBI)?  **Note:** The member ID should only be provided to a pharmacy specifically for the purpose of submitting a claim and **no** other reason.  **Note:** If the pharmacy does not have the MBI, we will not be able to release the member’s ID. |
| Not Located | | Transfer the call to the Senior Team. Refer to [When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311).  **Result:** Senior Team verifies MBI in RxClaim. |
| **4** | Icon - Conversation What is the Name of the medication you are attempting to fill?  **Note:** Attempt to find the medication name in PeopleSafe even though it may not be viewable because the pharmacy requires the processing information. | | | |
| **5** | Ask the pharmacy for the member’s address and verify that it matches the address on the PeopleSafe Main screen.     * If a **P.O. Box** is listed as the default address and the pharmacy can only provide a physical address, search the contact information of the member to determine if the address provided is on file. If yes, release the processing information and ID number. * If a physical address is listed as the default address but the pharmacy is unable to verify it, Do **not** search for other addresses on file. * When the pharmacy states this is a homeless member or foster child: The member ID may be given without address confirmationwhenPeopleSafe displays “Homeless or Foster Care,” in the Address field. | | | |
| **If the address provided by the pharmacy…** | | **Then…** | |
| Matches the Address on the Main screen | | Proceed to the next step. | |
| Does not match the address on the Main screen | | Let the pharmacy know that we are unable to release the ID due to the address on file not matching versus what was provided to us.  **Resolution:** Ask the pharmacy to have the member call us to validate and or correct their address on file, or update the address on file with the pharmacy . Once the member has corrected their address, and both match, the pharmacy can then call us back to obtain the ID number.  I’m sorry; we are unable to release the ID number due to the address provided not matching the address we have on file for this member. Please have the member contact us to verify their address. | |
| **6** | Click **Eligibility** tab from the Main screen and provide the alternate ID number to the pharmacy.   * Review the CIF if there is no alternate ID from the eligibility. * **Never** provide the ID from the Main screen unless the CIF states otherwise.      * Provide the pharmacy with the 2-digit person code. The 2-digit person code is the last 2-digits of the Alternate ID. (Often 01 for cardholder, 02 for spouse, etcetera.) * If the pharmacy calls in with a rejection of a wrong person code, fully authenticate before providing the correct person code for the member in question. The pharmacy can also contact the Pharmacy Help Desk for additional assistance (**1-800-364-6331**).     **Note:** Offer the processing information to the pharmacy found in the Eligibility section under the Claims Processing Info. The processing info is the Alternate ID, BIN, PCN, and Group number.   * If the pharmacy calls in with a rejection of the wrong person code, provide the pharmacy with the 2-digit **person code**, which is the last two numbers at the end of the Alternate ID.     **Urgent** The pharmacy can contact the Pharmacy Helpdesk for additional assistance. | | | |
| **7** | Remain on the line until the claim is processed.  Icon - Conversation Have you received a paid claim?   * If yes, proceed with the call. * If no, view claim settlement codes and explain the rejection to the pharmacy. | | | |

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| Related Documents |

* [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)
* [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)
* [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:**

* [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049),
* [CALL 0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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