# PeopleSafe - RxClaim Claim Reversal

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**Description:** Procedures for the Reversal process and how the Home Delivery network pharmacies are expected to reverse their own claims, if the claim is within the allowed timeframe of 90 days (120 days for claims filled in the state of New York).

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| Reminders |

The pharmacy will request assistance in reversing a given claim, such as when they cannot find the claim due to system problems or if the pharmacy has accidentally deleted it.

Important IconDo not reverse a claim on an ineligible account instead contact the [Pharmacy Help Desk](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) (004378).

**Reason Examples:**

* Claim is not located in their system.
* Pharmacy accidentally deleted the claim.
* The pharmacy system does not allow pharmacy to reverse claim after a specific time.
* If you question the pharmacy’s reason, contact the Pharmacy Help Desk. (Contact numbers are listed in the [Reversal Process section below, step 2)](#ClaimProcessingWindow).

Important IconDo not use the Reverse task instead contact the Pharmacy Help Desk. All reversal requests must be requested by the pharmacy whose NPI is displayed on the PAID claim and documented in PeopleSafe.

**Note:** Specialty pharmacy reverses their own claims.

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| Reversal Process |

Perform the steps below to reverse a claim:

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| **Step** | **Action** | | |
| **1** | On the Main screen, type the Rx ID number and press **Enter** then locate the desired Prescription number to determine if the claim paid.  **Note:** If the prescription claim was imported from a History Load from the members previous PBM, advise the pharmacy to call the members previous PBM that was in effect on the fill date. | | |
| **If…** | **Then…** | |
| **Yes** | Proceed to Step 2. | |
| **No** | Advise the pharmacy that the claim did not pay and it cannot be reversed. | |
| **2** | Determine if the claim is within the **Claim Processing window** (90 days in all states except New York which has a processing window of 120 days.) | | |
| **If…** | **Then…** | |
| **Yes** | Proceed to Step 3. | |
| **No** | Determine which platform the member is located on. | |
| **If the platform is…** | **Then warm transfer and properly introduce the caller from the Retail Pharmacy to…** |
| RxClaim | **1-800-364-6331** |
| Medicare D - RxClaim | **1-866-693-4620** |
| **3** | Access the PeopleSafe Main screen and click on the **Prescription number hyperlink**.  **Result**: Prescription Detail screen displays. | | |
| **4** | Determine if the NPI is the same on the PAID claim as the pharmacy calling for the reversal. | | |
| **If…** | **Then…** | |
| **Yes** | Proceed to the Next Step.  **Important Icon**All reversal requests must be requested by the pharmacy whose NPI is displayed on the PAID claim. Document reversals in PeopleSafe. | |
| **No** | Advise the Caller to contact the pharmacy on the PAID claim and ask them to reverse it then provide the pharmacy name and phone number from the PAID claim to the caller. | |
| **5** | On the Prescription Detail screen, click on the **View Transmission** button.  **Result:** Transmission Detail screen displays. | | |
| **6** | Click the **Reverse Claim** button and review the pop-up warning message asking if you want to proceed:  MChoice1 | | |
| **If…** | **Then click…** | |
| **Yes** | **OK** | |
| **No** | **Cancel** | |
| **7** | Review the claim message and respond to the pharmacy accordingly. | | |
| **If the reversal message is…** | **Then…** | |
| **A - Claim reversed**  **reversal accepted** | The claim has been successfully reversed.  **Icon - Conversation** Great! I was able to reverse the claim for you.  **CCR:** Proceed to the next step. | |
| **R – Unable to reverse claim**  **Reject 83** (Duplicate Paid/Captured Claim)  **Reject 87** (Reverse not Process) | The claim has been reversed. We are unable to reverse this claim as it would be a duplicate reversal.   1. **Icon - Conversation** Thank you for your patience. I am showing that the claim has already been reversed.   **CCR:** If unable to reverse a claim (other than Reject 83), call the Commercial Senior Team **1-877-216-8707 (Internal Use Only)** for assistance. For MED D, call **1-877-209-5167.**  Refer to [PHD PeopleSafe Legacy Work Instructions Index for CCRs Not Trained on Compass (050328)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=df21493f-29e0-4601-8462-0dde494da127).       1. Proceed to the next step. | |
| **8** | Click **OK** on the successful reversal message.  **Note:** The status field for both Prescription Detail screen and on theMain screen displays a new status of Reversal in RxClaim. | | |

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| Resolution Time |

Real Time

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| Related Documents |

* [Log Activity/Capture Activity Codes](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78) (005164)
* [Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/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),

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

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