# eVoucher (Electronic Voucher) Rx Program

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**Description:** Used when handling a call from a retail pharmacy or member regarding eVouchers, which are like Manufacturer Coupons, in that they discount certain medications. The application of the eVoucher will not display in our systems nor can CVS Caremark remove it.

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| Reminders |

* Unlike the manufacturer coupons, these are not submitted as a coordination benefits claim. These are submitted via the pharmacy system automatically and apply the copay savings to qualified claims.
* eVouchers are entered by a Third-Party system that applies co-pay assistance to pharmacy claims after the claim adjudicates.
* We will see an adjudicated (processed) claim from a point-of-sale pharmacy which displays the members’ plan specific copay. We will not be able to see if any eVoucher was applied at the time of sale.

**Example:** Member has a 75.00 copay on brand medication. We will see the claim charging 75.00.  However, if there was an eVoucher applied, the member may be saying they were only charged 45.00.  We will not see that discount applied.

* If the member has questions about the dollar amount applied from the eVoucher they would need to speak with the retail pharmacist where the prescription was filled.

Members may call Commercial Care as a result of the inability to use a manufacturer coupon in conjunction with an eVoucher. Provide them with the number for the CoverMyMeds Support Team at

**1-(800)-388-2316** select option #2, the automatic system will ask for the NPI# of the pharmacy advise that the pharmacy will need to contact them for any issues in processing or removing the eVoucher.

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[Customer Care Abbreviations, Definitions and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) Index (017428)

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