# PeopleSafe - Pharmacy or Prescriber Lock In (Commercial and Medicaid)

[Reminders](#_Toc131525168)

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**Description:** Information for a medication rejection when a pharmacy is processing the claim that is not part of the Restricted Recipient Network or if there is a Member Level Pharmacy Exclusion Override for the specific drug.

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| Reminders |

Reject codes:

* 50 for pharmacy
* 71 for prescriber
* 980 for pharmacy

The Lock in Processes may vary and will be noted in the plan’s CIF.

http://sharepoint/sites/opscom/Operations%20Communication/Formatting/Icon%20-%20Important%20Information.png Specialty and Mail Order are **excluded** from the Lock In this applies to Retail only.

**Note:** Once they are locked in, they cannot be re-selected unless certain criteria are met; review the plan’s CIF Pharmacy Lock In located within the Override Section for any plan specific processes related to the lock in/lock out.

**Escalated Situations:** Contact the Senior Team (**Example:** Member is out of medication).

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| Process |

Perform the steps below when a claim is rejecting for reject code 50:

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| **Step** | **Action** | |
| **1** | On the PeopleSafe Main Screen, locate the rejected claim under the “ALL” tab and click on the **Prescription number** hyperlink.  **Result**: Prescription Detail screen displays. | |
| **2** | Scroll down to the Reject Codes section and review the Settlement Code and Description. | |
| **3** | 1. Determine the reason of the reject according to the Settlement code:  * 50 for pharmacy * 71 for prescriber * 980 for pharmacy  1. Click on the Plan Benefit Override tab and then view provider locks to review details of the lock out or lock in. | |
| **4** | Review the CIF for any plan specific processes related to the lock in/lock out in the Override Section.   * If no information displays in the Override section, perform a Search (CTRL+F) for keywords such as, Lock or Lock-in.   **Note:** Contact the Senior Team if the CIF allows an override or if you need further assistance. | |
| **If The reason for the reject is…** | **Then…** |
| Lock-In Pharmacy | The members can only get their medication from <Lock-In pharmacy Name>.   * If the pharmacy asks for an explanation:   Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. The member can only get their medication from <Lock-In pharmacy Name> at this time. |
| Lock-Out Pharmacy | Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. The member can only get their medication from <Lock-In pharmacy Name> at this time. |
| Lock-In Prescriber | The member can only have their medication prescribed by <Lock-In Prescriber Name>.   * If the pharmacy asks for an explanation:   Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. |
| Lock-Out Prescriber | The member can only have their medication prescribed by <Lock-In Prescriber Name>.   * If the pharmacy asks for an explanation:   Please have the member contact Customer Service <Provide phone number from the plan’s CIF >. |
| **5** | Close the call. [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). | |

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| Related Documents |

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

[Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)

**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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