# **PeopleSafe - Order Shipping Turn Around Time (TAT)**

[Process](#_Toc156818543)

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**Description:** Information related to the time it will take to process a prescription (**Rx**).

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| **Process** |

The Turn Around time (**TAT**) begins on the day we receive a mailed in order form, or when it is placed through Customer Care, FastStart, Member Web Portal, etcetera.

Refer to [Compass and PeopleSafe - General Resolution Times/Turn Around Times (TAT) and Related Documents (028775)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=863acba1-4370-4da9-9f6b-4cadf8633fbf).

**Note:** When a member sends a prescription request by mail, the amount of time (Turn Around Time) it takes for our **PBM** (Pharmacy Benefit Manager) to receive the request depends on the Mail Order carrier used and a variety of other factors.

**Perform the steps below:**

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| **Step** | **Action** |
| **1** | Provide the TAT for when the order is expected to be shipped.  Do not guarantee a timeframe for when the Rx will arrive at the members’ home.  **Refills with no issues (not expired or out of refills):**  Icon - Conversation You can expect your order for the following prescriptions to ship from our pharmacy within two (2) business days after the order is placed (does not include weekends). Orders are shipped on the first business day available (Monday-Friday) upon processing being completed. **Please Note: Processing time is in-house and does not include shipping time.**  **Customer Care Representative (CCR) Reminder:** This does not include actual shipping time after it leaves our facility to when the member will receive their prescription. Members may contact the mail carrier for more information and once the package has shipped they can track their package on Caremark.com.  **New prescriptions:**  **Example:** Icon - Conversation We will fax your doctor twice within the next five business days to obtain your prescription. If we do not receive a response, you will receive an automated phone call informing you of this. If you have signed up for text alerts, you will be notified with each attempt. Should there be no response, you will receive a final notification, and you will need to contact your prescriber directly.  **Once New Rx is Received:** Icon - Conversation When we receive the prescription from your prescriber, it will process within five (5) business days and will then ship from our pharmacy the next business day (does not include weekends). You will receive confirmation of shipping via your preferred method of communication to notify you of your order status. **Please note: Processing time is in-house and does not include shipping time.**  **CCR Reminder:** This does not include actual shipping time after it leaves our facility to when the member will receive their prescription. Members may contact the mail carrier for more information and one the package has shipped can track their package on Caremark.com.   * + - **Fax and eScribe (ERX) Prescriptions:** Standard TAT for processing and shipping new prescriptions applies.     - **Mailed in Prescriptions:** No guarantees should be made for the time it takes for the mailed prescription to reach us via USPS or another carrier. From the time that the Rx is received at our PBM, providing there are no issues with the Rx, to the time it ships from our pharmacy is within five business days.   **Note:** Controlled Substance prescriptions may potentially have a longer TAT to process.  **Orders can be expedited in two ways:**   * **Expedite Shipping:** Member can choose to pay an additional cost for expedited shipping (Next day, or 2-day). This will not expedite the processing time in house. For more information on Expedited Shipping, refer to [PeopleSafe - Shipping Guidelines, Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184). * **Expedite Processing:** The member has a specific situation that entitles them to have their order moved to the front of processing queues. Refer to [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76).   **Notes:**   * Our pharmacy is open 365 days a year; however, orders may not be picked up from our facilities on federal holidays. * The last shipping time for cold packs is Thursday at 4 pm at the filling pharmacy. Any remaining cold packs are shipped Monday morning. * Shipments are not normally set up for weekend delivery. Only on rare occasions are packages scheduled for Saturday delivery. |
| **2** | 1. Encourage the use of the Messaging Platform and the Member Web Portal to check the status of the order.   **Tip:** Orders will ship via USPS or UPS. USPS orders can be tracked online at USPS.com or by calling **1-800-222-1811** UPS orders can be tracked online at UPS.com or by calling **1-800-742-5877**.   1. Encourage the member to sign up for email alerts. Refer to [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471).   **Notes:**   * Email alerts are the preferred method because they include tracking numbers, whereas text and phone Messaging Platform alerts do not. The member can obtain the tracking number online on their Member Web Portal. * Once the order is shipped, the member can use the tracking number to determine how long it will take the order to arrive. In most cases they can pull the tracking information up on Caremark.com. * Using the Messaging Platform or our Web Portal will notify the member if there is a delay in processing their order. |

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| **Related Documents** |

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

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

[Customer Care Abbreviations, Definitions and Terms - T (051698)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4f476b52-2a2e-4cff-ad5d-14ad897ce275)

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