# PeopleSafe - Prescription Copy Request

[Process](#_Toc188446436)

[Log Activity](#_Toc188446437)

[Resolution Time](#_Toc188446438)

[Related Documents](#_Toc188446439)

**Description:** Process to use when a member requests a copy of a prescription.

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| Process |

* Prescription copy requests can only be honored for prescriptions that were submitted by or originated from the prescriber’s office (**Example:** Faxes, mailed scripts, electronically submitted prescriptions – Rx’s).
* We cannot send a prescription copy for:
  + Retail prescriptions. The member would need to contact the dispensing pharmacy.
  + Verbal prescriptions- because we create our own image based on the verbal transcription/annotations.
  + Our system generated requests because the prescriber does not originate them.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Determine reason for prescription copy:  • Member wants a hard copy of prescription for their records. • Member wants to review quantity, day supply, directions of the prescription, etcetera. • Member wants to review DAW (Dispense as Written) approval from the prescriber. |
| **2** | Obtain the name of the originating pharmacy from the **Order Status** screen.   * If a refill, view the first fill of the prescription to determine the originating pharmacy. |
| **3** | Obtain the Prescription Number of medication in question. Locate the Prescription Number on the PeopleSafe **Main Screen** and click on it to display the **Prescription Details** screen. |
| **4** | Create an RM Task:   * **Task Category:** Rx Verification * **Task Type:** Rx Copy * **Queue:** Rx Verification - CCRPH   Do **not** use for requesting the original prescription to be returned. Refer to [PeopleSafe - Return Rx - Member Wants Original Rx Mailed Back (027018)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e16dda31-a0da-426f-98f1-855c4b6bd6c3). |

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| Log Activity |

Depending on the reason for request.

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| Resolution Time |

Up to 1-2 business days for task to be worked. Up to 10 business days to receive a copy.

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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) (17428)

**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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