# PeopleSafe - Retail Pharmacy Details and Locator

[Locating and Obtaining Information for In Network Retail Pharmacy](#_Toc141849701)

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**Description:** Process of locating and obtaining information for In-network retail pharmacies.

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| Locating and Obtaining Information for In Network Retail Pharmacy |

Perform the steps below:

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| **Step** | **Action** | | | | |
| **1** | [Search and locate (027257)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=57660ff2-9cac-4009-8267-7231e754b512) the member in PeopleSafe and then continue to the next step.  **Specialty Pharmacies:** If mandated to Caremark Specialty, use Caremark Specialty NPI 1134100134. If using a different Specialty Pharmacy, check CIF for details. | | | | |
| **2** | Select **Pharmacy Network** and inthe Search Section of the **Pharmacy Network Screen**, determine: | | | | |
| **If the caller is requesting a search from…** | | | **Then…** | |
| Auto-populated address | | | Confirm the address with the caller. | |
| Another address or if the auto-populated address needs to be updated | | | Type in the new or updated address information. Click **Search**. | |
| **3** | Determine if any informational messages are displayed about specific programs or benefits then consult with the member as appropriate.  **Examples:**   * Maintenance Choice Program Available. * Retail 90 benefits are available for this member.     Refer to [Handling Maintenance Choice Calls (021863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3) as needed for Network Contact information. | | | | |
| **If the Member is…** | **Then…** | | | |
| Interested | Select the applicable option from the Networks drop-down box.  **Result:** This limits the results to pharmacies within that particular network. | | | |
| Not interested | Continue with the pharmacy network that was pre-selected. | | | |
| **4** | Determine if the plan member is requesting information for one retail pharmacy or a list of retail pharmacies: | | | | |
| **If…** | **Then…** | | | |
| One pharmacy | Determine if the plan member is requesting the closest pharmacy or specific pharmacy and provide that information to them. | | | |
| List of Pharmacies | Follow as appropriate: | | | |
| **Options** | **Action** | | |
| Member has computer access or smart phone | Ask the plan member if they have access to a computer or smart phone: | | |
| **If…** | | **Then…** |
| Yes | | Advise the member they can obtain a list of pharmacies online at Caremark.com or through the Caremark app. [Caremark.com Pharmacy Locator (076403)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5cd07716-e1d2-4dcc-beb2-a8701aceeaf8). |
| No | | Choose another option. |
| Read list to member | Ask the plan member if they want the list read to them: | | |
| **If…** | | **Then…** |
| Yes | | Perform a Pharmacy search (**Pharmacy Network** tab) from the Mainscreen and then read the list to the member. |
| No | | Choose another option. |
| IVR Option | If the member calls back for the list, advise them that they can now access this information through our IVR system. | | |
| Member wants the list mailed to them. | **High Importance** Printings of network not available for Commercial or Medicaid.  **Note:** For Med D, use [MED D - Fulfillment Request (020534)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=147bab57-4d67-4743-9a27-63542e3b1919). | | |

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| View Pharmacy Details Screen |

Complete steps below:

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| **Step** | **Action** |
| **1** | **Access the Pharmacy Details screen as follows: (3 options)**  Through Tools > **Find a Pharmacy**.      **Note:** This illustration provides instructions on how to access the Pharmacy Details Screen which includes the physical disability accommodations information.  **or**  Member Profile > Click on **Pharmacy link.**    **Result:** Access **Pharmacy Detail** screen displays.    **or**  Via Pharmacy Network Tab > Click on the **Pharmacy Network Tab.** |
| **2** | Upon accessing the Pharmacy Details screen, click on the appropriate pharmacy’s **NCPDP or NPI**.    **Result:** Access **Pharmacy Detail** screen displays. |

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| Turn Around Time |

Immediate.

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| Related Documents |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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

**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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