# Address, Phone and Fax Number Changes for Prescribers and Pharmacies

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**Description:** Used when a pharmacy or prescriber’s office requests updates to their address, phone or fax number for Home Delivery/Mail Order. Address, phone, and fax changes affect other communications sent to the prescriber’s office and pharmacy such as letters, faxes, phone calls, etcetera.

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| Update Pharmacy Information using RxServices |

**Note:** If a member is calling, advise them to have their pharmacy contact us to request the change.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Refer the caller to <https://rxservices.cvscaremark.com/>.  **Note:** If the caller cannot access this website, continue to the next step. |
| **2** | Direct the caller to <https://www.caremark.com> then select **Pharmacists & Medical Professionals** (Prescribers) located at the bottom of the page in the footer. |
| **3** | Select **Forms and Guides**. |
| **4** | Under Pharmacy Enrollment Self Service select **Go To Enrollment self-service**. |
| **5** | Select **Pharmacy Change Form**.      **Result:** The Pharmacy Change Notification Form is displayed along with an FAQ. |
| **6** | Instruct the caller to complete and sign the **Pharmacy Change Notification Form** then fax it to the number listed at the top of the form: 1**-844-275-1085**. |

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| Prescriber Process for Address, Phone and Fax Number Changes |

This section is designed to improve efficiency and prescriber satisfaction when addressing issues such as doctor or another prescriber:

* Has a new office address, phone, or fax number.
* Does not want to be reached at a particular address, phone, or fax number.
* Is receiving patient information regarding a patient that is not being treated by that prescriber.

 **Note:**If a member is calling, provide the National Plan and Provider Enumeration System (NPPES) Registry and/or the Drug Enforcement Agency (DEA) phone number to the member to have their doctor’s office contact directly for the necessary change.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Direct the prescriber to contact their licensing boards (NPPES, DEA, and State Medical Boards) and update their information accordingly.   * NPPES Registry phone number: **1-800-465-3203** * DEA phone number: **1-800-882-9539**   **Note:** Information is received directly from these licensing boards and the information cannot be changed in our system. |

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| Turn Around Time |

The turnaround time for this is one (1) business day, which does not include weekends or holidays.

**Note:** This is an internal administrative task, not one that is performed by CCRs.

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| Related Documents |

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

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

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

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