# PeopleSafe - Verifying the Pharmacy NPI/NCPDP

[Process](#_Toc159913910)

[Related Documents](#_Toc159913911)

**Description:**  How to verify the pharmacy’s NPI/NCPDP number and the information that can be released about the member.

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| Process |

**https://www1.caremark.com/clt/caresource/image?url=http://prodcons.caremark.com/cons/groups/public/@cs/@spclaud/@public/documents/workinstruction/%7Eexport/CMS-PRD1-077347%7E5%7ECARESOURCE_DCTEMPLATE/208086-1.gif**If the caller does not know the NPI/NCPDP number, inquire and determine their relationship to the member and then refer to:

* [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)
* [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)

Perform the steps below:

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| **Step** | **Action** | |
| **1** | 1. Verify the Pharmacy NPI/NCPDP number in the Find a Pharmacy section of PeopleSafe. 2. Access PeopleSafe, Main Screen, then locate the **Tools** (drop down menu) and click **Find A Pharmacy.** | |
| **2** | Select the **NPI/NCPDP** box and enter the NPI/NCPDP provided by the caller to locate the pharmacy. | |
| **3** | Enter the pharmacy NPI/NCPDP ID and select **Search**. | |
| **Determine if the Pharmacy’s information displays in PeopleSafe…** | **Then…** |
| Yes | Proceed to the next step. |
| No | https://www1.caremark.com/clt/caresource/image?url=http://prodcons.caremark.com/cons/groups/public/@cs/@spclaud/@public/documents/workinstruction/%7Eexport/CMS-PRD1-077347%7E5%7ECARESOURCE_DCTEMPLATE/208086-1.gif**Cannot** release the ID number.  I’m sorry; we are unable to release the member’s processing information because we cannot validate your NCPDP/NPI number in our systems. Please have the member contact us.  **CCR Note:** The NCPDP/NPI must be listed in **PeopleSafe**. |
| **4** | Verify the pharmacy’s name and address with the caller. | |

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| Related Documents |

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

**Parent Documents:**

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

[CALL 0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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