# PeopleSafe - Rx Transfer: From Retail to Caremark Mail Order Pharmacy

[Process](#_Toc199423471)

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**Description:** How to transfer retail pharmacy prescription to Caremark Mail Order Pharmacy, including checking member's active prescriptions and state-specific regulations. Steps to verify the prescription's transferability and ensuring the correct member is displayed are outlined.

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| Process |

New York (NY) allows 1 (one) x REFILL transfer to another pharmacy. If out of state, the pharmacy must conform with state laws of pharmacy that prescription is being transferred to.

 Before initiating a transfer from Retail to Mail Order, make sure that the member does not have an active prescription on file for the Mail Order prescription.

**Note:** Ensure the correct member is displayed as separate RM tasks need to be submitted for each family member.

Once you have verified the prescription is not on file with us, perform the following steps.

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| **Step** | **Action** | |
| **1** | 1. Obtain the Member ID and [perform a search in PeopleSafe (027257)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=57660ff2-9cac-4009-8267-7231e754b512) for the member then determine if the prescription can be transferred by ensuring that none of the following issues apply:  * Prescription is expired or has no refills ( You will need to contact a retail pharmacy to determine if prescription is valid and has remaining refills.) * C-2 Controlled Substances * C 3-5 Rx that has never been filled or has already been transferred * Compounded Prescription * Plan does not participate in Mail Order (MOR)  1. Copy/paste the backorder (back order) drug hyperlink using a Microsoft Edge browser at<http://sapmmreports.caremark.com/shortage_rpt.htm>   **Med D:** Review the backorder drug list at <http://www.accessdata.fda.gov/scripts/drugshortages/default.cfm>  **Note:** Refer to [Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553) to determine if the state where the prescription was issued allows prescription transfers. If the state does **not**allow transfers, complete the steps for [PeopleSafe - Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).  Puerto Rico cannot transfer prescriptions to other states; a new prescription is required. | |
| **2** | Run a [PeopleSafe - Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) to ensure the medication is covered through Mail Order. | |
| **3** | How much medication do you have on hand?  **CCR:**   * If less than 10 days’ supply on hand, refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) and complete as appropriate.   **Note:** In this case, the Low or Out of Medication applies at less than 10 days’ supply as it takes time to request the Rx, then receive a response from their provider OR to complete, process, and ship the transferred Rx order.   * If more than 10 days’ supply is on hand, continue to step 4. | |
| **4** | Determine the number of valid refills remaining at the Retail Pharmacy. | |
| **If the member…** | **Then…** |
| **Has a valid prescription at a Retail pharmacy for at least 90 days’ supply** **(Inclusive of all refills)**  **Example:** At least 3 - 30-day refills | **Note:** If a member insists on transferring a valid prescription that does not have a minimum of 90 days' supply remaining, verify with a Test Claim that the plan will cover less than 90 days' supply at Mail Order, and notify the member of changes in cost.  This would be a wonderful opportunity for us to contact your prescriber for a new 90-day supply for your prescription. It will maximize your benefits and ensure you receive the proper days’ supply for mail service. Let us send a request to your prescriber right now!  **CCR:**   1. Use phrasing to encourage a new Rx request as there could be several reasons a transfer will not go through. Refer to [PeopleSafe - Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).   **Note:** If the member insists,proceed with the transfer task.   1. Submit a Resolution Manager task as follows:  * **Task Category:** Order Placement * **Task Type:** Retail transfer to Mail Order * **Queue:** Order Placement – CC RPh   Do not offer to call the retail pharmacy to initiate the transfer.   1. Complete the task data fields as follows:  * **Assigned Pharmacy:** * Select a pharmacy location from the drop-down menu.   **Note:** The member’s assigned pharmacy is the location that geographically nearest to their permanent address listed in their profile. If the drop down does not populate click “New” to restart task or manually add the assigned pharmacy.  **Note:** If the member is receiving Mail Order medications, the location that processes their prescriptions is their assigned pharmacy.   * Click the **Virtual Pharmacy** hyperlink located on the PeopleSafe Main Screen to determine the appropriate assigned pharmacy.   **Note:** Mail Order processing locations include:   * CHI – Chicago * HIP – Hawaii * KCA - Kansas City ANX * KCM - Kansas City * MAR – Miramar * MTP – Mount Prospect * PBF – Pompano Beach * WBP – Wilkes Barre Retail * **Pharmacy phone number:** Pharmacy Phone Number including area code. * **Prescription number and drug name:** Prescription Number and Name of Medication   **Note:** Up to four prescriptions can be transferred per task if they are from the same retail pharmacy.   * If transferring more than four, or they are from different retail pharmacies, submit multiple tasks. * If submitting multiple tasks, indicate how many tasks total for the member in the notes. * Submit a bulk up RM task if the member does have at least a 90 days’ supply or it will be refilled as it is written. Refer to [PeopleSafe - Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735).   **Examples:** Task 1 of 3, task 2 of 3, task 3 of 3       * **Contact Name:** Insert “pharmacist.” * **Requested By:** Indicate Member name. * **Notes:** Please Transfer to Home Delivery/Mail Order Pharmacy.   d. Verify the member’s shipping address on file is correct before submitting the request.  **Turn-Around Time:**Up to three (3) business days followed by the standard order process time (up to 5 business days) however,  this does not include shipping time. Refer to [PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352).  **Additional options:**     * Your physician may call in a new prescription at **1-800-378-5697**. * Your physician can E-scribe or fax to **1-800-378-0323**. (**Note:** Physician office needs to send to CVS Caremark Mail Service Electronic Wilkes-Barre PA 18706. * You can mail in a new written Rx. |
| **Does not have a valid prescription at a Retail pharmacy for 90 days’ supply. (Inclusive of all refills)** | What we can do is contact your prescriber for a new 90-day supply of your prescription. It will maximize your benefits and ensure you receive the proper days’ supply for mail service.  **Note:** Encourage the members, they should contact their physician’s office to let the office know Caremark will be faxing them requesting a new Rx.    **CCR:** Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c)     * If a caller does not want to proceed with new Rx request, offer them options: * Prescriber can escribe the prescription to CVS/Caremark. * Prescriber can fax the prescription to CVS/Caremark at **1-800-378-0323.** * Prescriber can call the prescription in to CVS/Caremark at **1-800-378-5697.** * Member may send written prescription with mail order form (print from Caremark.com or send to member from fulfillment tab) to the address in the Virtual Pharmacy link in their account in PeopleSafe. |
| **Is escalated** | Warm transfer the call to the [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51), provide reason for call and release caller to them. |

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| Turn Around Time (TAT) |

**RM Task:** Up to three (3) business days followed by the standard order process time (up to 5 business days); however, this does not include shipping time.

**Note:** Advise the member that once the prescription is transferred to mail order, it will fill and ship just like a new prescription. If the member wants the prescription placed on hold until a future date, add a Stop See Comment to the account instructing Mail Order to place transferred prescription on hold.

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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)

[Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553)

[Rx Transfer: Errors and Workarounds (041407)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=edc6582e-e420-4a49-a9dc-88c91aac7cb1)

[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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