#### PeopleSafe - Rx Transfer Member Requesting Rx Transfer from Our Mail Order to a Retail Pharmacy

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**Description:** Process when transferring a prescription from our Mail Order pharmacy to a Retail Pharmacy.

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| Process |

Mail Order pharmacy prescriptions (**not including** Controlled Substances) can be transferred to Retail only if they have a valid refill, even if they have never been filled in this pharmacy.

**Examples:**  Rx from Prior PBM, on hold, Future Fill.

The receiving pharmacy must initiate the prescription transfer by calling us, with the exception of Maintenance Choice transfers. Refer to step 2.

**Notes:**

* If the member asks to transfer the prescription to another PBM or mail order service, refer to [Rx Transfer: Member Request for Transfer from Our Mail Order to Another Mail Order Pharmacy (041404)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=548ed1a6-e09e-4b38-9db1-10c787e0b9ef).
* If a pharmacist or pharmacy staff is requesting to transfer a prescription, refer to [Rx Transfer: Pharmacist Requesting a Prescription Transfer (Retail to Mail or Mail to Retail) (041409)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5c75c145-b15c-441e-aba2-190ab033d68f)
* For prescriptions that are in label print and dispensing please refer to [How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451)



* Prescriptions (Rx’s) that must be submitted through Medicare Part B (**Example:** Test Strips) cannot be transferred. A new prescription must be sent from the prescriber to the POS pharmacy, as Medicare requires an original and not a transferred Rx.
* Transfers **cannot** be processed in **Puerto Rico** or any other U.S. territories. A **new prescription** is **required.**
* **New York** only transfers **1 (one) refill.**
* **Washington** is only able to transfer prescriptions via **fax** (no verbal transfers).
* For **all states,** the following prescriptions **cannot** be transferred:
* Invalid (Expired) Prescriptions
* Prescriptions with no remaining refills
* C-2 Controlled Substances
* C 3-5 Rx that has not been filled at the originating pharmacy.
* Return to Member
* Compounded Prescriptions
  + The member’s plan does not participate in Mail Order (MOR).

Perform the following steps:

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| **Step** | **Action** | | |
| **1** | In the family drop-down box, select the member for whom the prescription is written, obtain the prescription number from the caller and locate the prescription in PeopleSafe on the Order Placementscreen. Then confirm that it is still valid and has refills remaining.   * Access the **PeopleSafe Main screen** and view the ‘Fills Left’ area.     **or**   * Click on the appropriate prescription hyperlink and review the ‘Fills Left’ field.       **Note:** If after clicking on the hyperlink and the refills remaining does not match the refills on the “Fills Left” screen, refer to the “Fills Left” filed on the PeopleSafe Main screen, as sometimes the remaining refills do not translate properly in the hyperlink. | | |
| **If prescription is…** | | **Then…** |
| Invalid (expired) **or**  Has no refills remaining **or**  Return to Member | | We are not able to transfer the prescription and you will need to contact the prescriber to obtain a new prescription.  **Note:**  If Rx has not been filled (on Hold/Future Fill), refer to [Return Rx Member Wants Original Rx Mailed Back (027018)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e16dda31-a0da-426f-98f1-855c4b6bd6c3) to determine if the Rx can be returned to the member, if appropriate for the member’s situation. |
| Valid and refills remain | | Proceed to next step. |
| **2** | Determine if the prescription is eligible for a Maintenance Choice transfer.  Refer to [Handling Maintenance Choice Calls (021863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3). | | |
| **If…** | **Then…** | |
| Yes | Refer to [Create Opportunity and Maintenance Choice (MChoice) Transfer (021315)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0a402678-3e98-4204-b4cf-08a5e9d5f68b) to transfer the prescription. | |
| No | Complete the followings steps:   1. Advise the caller to contact the retail store pharmacist where they are now getting their prescription(s) filled. 2. Let them know the Retail Pharmacist in that store will need to contact our Mail Order pharmacy via Customer Care in order to transfer the prescription. 3. Access the CIF – Client Information section and provide the member with the Customer Care phone number listed to give to their retail store pharmacist.      * If Pharmacist refuses to initiate the prescription transfer, a new one must be requested from a doctor.   **Note:** The pharmacy that is filling the prescription must be the one to initiate the transfer. They are taking responsibility for processing the prescription.  If it is an **emergency** **and after hours** for clinical, refer to [Clinical Counseling Pharmacist After Hours Process (025502).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11046d79-1420-4e0e-b312-affdbc9efa9a)   * **Do not**: * Conference the member with both Retail and Clinical Care Services pharmacists online during a prescription transfer process as confidential information is being exchanged. * Provide the Clinical Care Services phone number. * Create a Mail Order to Retail RM Task. | |

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| Turn Around Time (TAT) |

* The prescription is transferred to retail and immediately in queue at the retail pharmacy.
* **Maintenance Choice (MChoice) transfers:** Share the TAT listed in PeopleSafe when the prescription should be available at the retail CVS Pharmacy.

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| Related Documents |

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