#### Rx Transfer: Member Request for Transfer from Our Mail Order to Another Mail Order Pharmacy

[Process](#_Toc90633454)

[Related Documents](#_Toc90633455)

**Description:** Process for transferring a prescription from CVS Caremark Mail Order Pharmacy to another Mail Order pharmacy (**Example:** Express Scripts, OptumRx).

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| Process |



* We will not call other mail order pharmacies to transfer a mail service prescription that we have on file. However, if another Mail Order pharmacist calls us, we will transfer the prescription.
* Mail Order prescriptions that have not expired and have available refills can be transferred regardless of whether the PeopleSafe profile is Eligible or Not Eligible.
* The following prescriptions **cannot** be transferred:
* Expired or no available refills
* Compounded
* C-2 controlled substances
* C-3 to C-5 Rx that are on hold and have never been filled
* We cannot transfer prescriptions from Puerto Rico, a new prescription is required.

**Customer Care Process:**

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| **If...** | **Then...** |
| Speaking to a member | Ask them to have their new Mail Order pharmacy that will be filling the prescription to contact CVS Caremark for the prescription.  Do not create an RM Task or provide the Clinical Care Services phone number. |
| Member is fully authenticated | You may proactively provide them with the prescription numbers and other details of their prescriptions to be transferred. |
| Speaking to a fully authenticated Pharmacist or Pharmacy Technician from the new Mail Order pharmacy | Note their First Name & Last Initial, Job Title, and Pharmacy NPI for your Notes, then warm transfer caller to Clinical Care (Option 1). |

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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/" \l "!/view?docid=db939cc1-1f5e-44de-89df-985827477553)
* [Rx Transfer: Errors and Workarounds (041407)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=edc6582e-e420-4a49-a9dc-88c91aac7cb1)
* [Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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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