#### PeopleSafe - Rx Transfer: Errors and Workarounds

[Errors & How to Resolve](#_Toc103851974)

[Related Documents](#_Toc103851975)

**Description:** Describes errors that may be encountered when attempting to transfer a prescription and how to resolve them.

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| Errors & How to Resolve |

Refer to the following table:

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| Error | Action | |
| **Match Rx Number**  (Cannot locate prescription number on any non FEP account in PeopleSafe) | Ensure the prescription number is a valid Mail Order pharmacy prescription by completing the following steps:   1. Verify the correct prescription number was entered to ensure that numbers were not transposed. 2. Verify with the member that the prescription number provided is our  Mail Order pharmacyprescription. 3. Verify the member’s information on the Main screen including their Date of Birth, Gender and spelling of their first and last name. 4. Access previous account to locate the prescription number. 5. Review account for a possible new order. 6. Once a valid Mail Order prescription number is verified, resubmit the correct prescription number. | |
| **Date of Birth does not match, cannot continue** | Verify the personal information. | |
| **If the personal information is…** | **Then…** |
| Correct | Create a Refill Request - Manual RM Task from the new account:   * **Task Category:** Order Placement * **Task Type:** Refill Request - Manual * **Queue:** Order Placement - Participant Services * **Assigned Pharmacy**:  Select a **pharmacy location** from the drop-down menu. The member’s assigned pharmacy is the location that geographically nearest to their permanent address listed in their profile. * If the member is receiving Mail Order medications, the location that processes their prescriptions is their assigned pharmacy. Click on the **Virtual Pharmacy** hyperlink located on the PeopleSafe Main Screen to determine the appropriate assigned pharmacy. Mail Order processing locations include CHI – Chicago, HIP – Hawaii, SAT – San Antonio, and WBP – Wilkes Barre. * **Task Notes:**Indicate “Unable to transfer refills due to non-matched Date of Birth.” Include previous ID number and Client Code from which the prescription will be transferred.   **Turn Around Time:**Up to three (3) business days followed by the standard order process time however, this does not include shipping time.  Refer to [Order Shipping Turnaround Time (018691](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)). |
| Incorrect | Advise member to contact their Benefits Office for correction to the account. |
| **Automated Transfer Refills button does not result in successful transfer** | There is a system error. Create a **Refill Request - Manual Resolution Manager** task to move all the applicable prescriptions over to the new account.  **Reminders:**   * The RM task must be submitted in a new/current account and completed under correct member’s name. * Ensure prescription(s) have refills available, if not refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).   Include the following information:   * **Task Category**: Order Placement * **Task Type**: Refill Request - Manual * **Queue**: Order Placement - Participant Services * **Assigned Pharmacy**: Select a **pharmacy location** from the drop-down menu. The member’s assigned pharmacy is the location that geographically nearest to their permanent address listed in their profile.   + If the member is receiving Mail Order medications, the location that processes their prescriptions is their assigned pharmacy. Click on the **Virtual Pharmacy** hyperlink located on the PeopleSafe Main Screen to determine the appropriate assigned pharmacy. Mail Order processing locations include CHI – Chicago, HIP – Hawaii, SAT- San Antonio, and WBP – Wilkes Barre. * **Task Notes:** (Include the following) * Member ID from account where prescription(s) are currently located. * Prescription numbers for prescription(s) that need to be filled today. * Prescription numbers member only wants to be transferred and not filled today.   **Turn Around Time:**Up to three (3) business days followed by the standard order process time however, this does not include shipping time.  Refer to [Order Shipping Turnaround Time (018691](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)). | |

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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)
* [Customer Care Abbreviations, Definitions and Terms Index (017428)](file:///C:\Users\DDavis6\AppData\Local\Temp\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KO24OB18\CMS-2-017428)

**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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