# Rx Transfer: Member Requests to Transfer Prescriptions from Another Mail Order to Our Mail Order Pharmacy

[Process](#_Toc174009710)

[Related Documents](#_Toc174009711)

**Description:** Process when a member requests to transfer prescriptions (Rx’s) from another Mail Order to our Mail Order pharmacy.

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| Process |

The following prescriptions cannot be transferred:

* Prescriptions that are expired or have no refills
* C2 Controlled Substances
* C3-C5 Prescriptions that have not been filled at the originating pharmacy
* Compounded Prescriptions

**Note:** Other Pharmacy Benefit Manager (PBM) transfer requests should follow this process (**Examples:** CarelonRx, Express Scripts, OptumRx).

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Determine if the member is with a new client and refills were transferred from their prior PBM.  Refer to as needed:   * [Refills from Prior PBM for New Client Prescriptions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c046bc49-d35e-4880-ada5-415b038afd06) (009896) * [Prescription (Rx) Refill/Renewal (Order Placement)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) (004628) * [RX Transfer: Request with Red Flag Prescriptions](https://aetnao365.sharepoint.com/sites/CommercialCareGeneral/Shared%20Documents/General/Manager%20Review/TSRC-PROD-041416)  (041416) | |
| **2** | Encourage the member to allow us to initiate a request for a new Rx.  **Tip:**  If at any time, the member indicates they are low or out of medication, refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) for options such as obtaining a local supply at a retail pharmacy. | |
| **If the member…** | **Then…** |
| Agrees and allows a CCR to initiate a new Rx request | Do**not** submit an RM task. Offer the member one of the following options:   * Preferred Option: Offer to initiate a new Rx request. Refer to [Obtaining a New Prescription (Rx) for the Member](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) (058827).   I would be happy to send a request to your doctor for this prescription. |
| Member wants to call the physician themselves | Advise the member that their physician may initiate a new prescription by any of the following:   * By phone:  **1-800-378-5697** * By ERX (Electronic Prescription) and have the physician choose **CVS Caremark Mail Order Pharmacy** as the pharmacy location. * Address: One Great Valley Blvd Wilkes-Barre, PA 18706 Phone: **1-(877)-864-7744** * By Standard Fax to: **1-800-378-0323.** * Pharmacy NPI 1326029232 or NCPDP#: 0322038 * By Mailing in a new written prescription to their assigned Mail Order processing location. Provide the ROCC address indicated by the Virtual Pharmacy hyperlink located on the PeopleSafe Main Screen.   **Turnaround Time:** Once received by our pharmacy, the Rx will process within five (5) business days and then the prescription will be shipped. |
| Refuses the offer to initiate a new Rx **AND** insists their prescription be transferred from their prior PBM. | This task should only be sent for an Active PeopleSafe account.   1. Submit an RM Task as follows:  * **Task Category:**Order Placement * **Task Type:**Retail transfer to Mail Order * **Queue:**Order Placement - CC RPh      1. Complete the task data fields as follows:  * 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.   **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 * Prescription number and Drug (Label) name:<Prescription Number and Name of Medication>   **Note:** Member must be able to provide prescription number and drug name for accuracy of the transfer.   Up tofour (4) prescriptions can be transferred per task. If transferring more than four (4), submit multiple tasks.   * Pharmacy Name:  <Name of Retail Pharmacy or PBM that drug is at> * Pharmacy phone number:  <Retail Pharmacy or PBM Phone Number including area code> * Contact Name:  Insert **Pharmacist** * Requested By:  Indicate **Member**  1. Add a Note such as:  * Transfer to Home Delivery, Day supply of script is <enter day supply>.   **Or**   * Transfer to Home Delivery member is aware of current day supply of prescription is less than 90 days.   **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 Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). |
| States they are running low or out of medication | Recommend options for the member to obtain medication right away at a local pharmacy. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) for a complete list of options. |

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| Related Documents |

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

[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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