# PeopleSafe - Rx Transfer: Request with Red Flag Prescriptions

[Red Flag Prescriptions](#_Toc103857742)

[Related Documents](#_Toc103857743)

**Description:** Used when a transfer is requested and there are red flagged prescriptions with how to resolve the issue.

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| Red Flag Prescriptions |

Many new clients will transfer existing Mail Order refills to our PBM from their previous PBM.

* Controlled substances medications will not transfer into our PBM from another PBM; members need a new prescription for those prescription types.
* Perform the steps below:

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| **Step** | **Action** | |
| **1** | Our PBM does not receive all existing refill file transfers on January 1st. Refill files and temporarily delayed files will be received and loaded throughout the month of January.  For inquiries during the month of January, navigate to the Order Refill screen in PeopleSafe and verify in the Prior PBM Rx Number column. | |
| **If the member...** | **Then...** |
| Requests a refill which has NOT been transferred | Educate that refills can be received in the files loaded throughout the month of January. |
| Wants to pursue a new prescription immediately | Offer to initiate a New Prescription Request, refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). |
| Refer to [Red Flag Issues within Manual Refill. (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f)  Do not advise the member to obtain a new prescription without first performing additional research. | |
| **2** | Select the blue prescription number hyperlink.  **Result**: This displays the Prior PBM Prescription Detail screen. The pharmacy resolves most of the conflicts listed in the Reject Reason field.    **Notes:**   * The only time that the member must get a new prescription is when the refill is expired (over one year old or 6 months for controlled medications), no refills remain available or the reject reason states, “MISSING ORIGINAL REFILLS.” * For any other secondary red flag issues (**Examples:**  Unidentified NDC, packaging questions, etc.) send to the pharmacy via [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) RM task to let them make the necessary decision to fill the Rx or if a prescriber outreach is needed for any reason. | |

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| Related Documents |

* [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)
* [Rx Transfer: Member Requests for Transfer from Our Mail Order to a Retail Pharmacy (041402)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7717aa28-17ba-4a09-850c-709211e13e84)
* [Rx Transfer: From Retail to Caremark Mail Order Pharmacy (041401)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca)
* [Rx Transfer: Member Requests to Transfer Prescriptions from Another Mail Order Pharmacy to our Mail Order Pharmacy (041413)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6df7f405-5180-40fb-89c8-780bcbb4bcc5)
* [Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553)
* [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)
* [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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