**Paper Claim International**

[Process](#_Toc143081093)

[Related Documents](#_Toc143081094)

**Description:**Instructions to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a prescription purchased at an International (Non-U.S.-Foreign, International) pharmacy.  

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| **Process** |

 This process **does not apply to FEP or MED D.**

Perform the steps below:

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| **Step** | **Action** |
| **1** | Review the CIF.  **Note:** Refer to Foreign (International) Claims in the Paper Claims section of the CIF. If the plan does not allow this type of paper claim, the member will not be able to file for reimbursement. |
| **2** | **Member will need to:**  Submit a standard PBM Claim Form (refer to [Paper Claim Research (Submissions, Locating, Rejections, and Reimbursements (059668](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729)) **and** documentation to support the international claim.  **International claims also require**:   * Name of the country where the prescription was obtained. * Type of currency used to obtain the prescription (**Example:**  American dollars, Euro, Pesos) * Proof of payment     **The documentation must include the following**:   * Fill Date * Country in which the Rx was filled. * NDC **or** Drug Name (there must be a U.S. equivalent) form, strength, and description (**Example:**  Tablet/capsule) * What medication is used for * Quantity and Days’ Supply * Amount Paid and/or Copay amount * Member information, member name and ID   **Note:**  If the member is requesting a Paper Claim reimbursement check be mailed to an international address, perform a Warm Transfer to the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)  for assistance. |

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| **Related Documents** |

[Paper Claim Index (042914)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1f72603c-4632-4e85-8d97-16cb51a3be1f)

[Paper Claim Submission (059668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729) for addresses

[Customer Care Abbreviations, Definitions and Term 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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