**PeopleSafe - How to Obtain Narcan or Naloxone**

[Process](#_Toc71030961)

[Related Documents](#_Toc71030962)

**Description:** Process for obtaining Narcan or Naloxone, potential life-saving medications for opioid overdose.

|  |
| --- |
| Process |

Follow the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Advise the member that Narcan and its generic naloxone are available in all 50 states.   * **Retail:** A prescription from the member’s prescriber is NOT required.   + When obtaining at retail, the member only needs to tell the pharmacy they need an order of the medication.   + The retail pharmacy can process Narcan (Naloxone) through the state's standing order or prescriptive authority protocol (this protocol allows the medication to be processed as a prescription through the member’s retail pharmacy benefit or the member can pay cash). * **Mail Order:** If the member wishes to fill using Mail Order, a prescription will be required in order to facilitate processing of the order. | |
| **2** | Run a test claim for Narcan and/or naloxone to determine plan coverage.   * Narcan is a brand medication that is available as a nasal spray. * Naloxone is the generic medication that is administered as an intramuscular injection. | |
| **3** | Provide the test claim results. | |
| **If…** | **Then…** |
| Narcan and/or naloxone is covered | Advise the member of the coverage.  **Note:** Most plans covers the generic version, but coverage of the brand may be limited. |
| Neither Narcan nor naloxone is covered  or  Member wants to receive the brand Narcan, but it is not covered | Advise the member that although the medication is not covered under their prescription plan, a discount may be available if purchased out of pocket at retail.   * CVS Pharmacy does offer Narcan at a discounted price. The member should check with their local store for current pricing. * The member may also check with other retail pharmacies to see if they have similar discounts. |
| **4** | Address any remaining questions the member may have. Some possible scenarios are provided below. | |
| **If the member…** | **Then…** |
| Has questions about how to administer the medication | Warm transfer to Clinical Care Services. |
| Wants to receive the medication through Home Delivery | Advise the member retail is preferred for ease of access, however, we can fill at Home Delivery.   * A prescription will be required to initiate the order through Home Delivery. * Follow the normal process for Home Delivery: [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[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)

[Top of the Document](#_top)

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**