# PeopleSafe - Extra Bottle Requests

[Request an Extra Bottle](#_Toc164091305)

[Resolution Time](#_Toc164091306)

[Related Document](#_Toc164091307)

**Description:** Instructions where members may occasionally request an extra prescription container for their medication. Extra bottle requests will not be honored for medications while in processing.

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| Request an Extra Bottle |

A common reason for this is that schools often require the bottle of medication be kept within the nurse’s office. All extra bottle requests MUST have an affixed prescription label prior to shipping. Request is only honored if within 90 days from ship date counting the ship date as Day 1.

**** Our Mail Order pharmacy uses one bottle size for mail prescriptions, aside from those that come pre-packaged.Smaller bottles are not available. Extra bottles will be shipped with a standard cap that can be used as both child-proof and non-childproof.

Access the Prescription Detail Screen by clicking on the blue hyperlinked Rx number of the shipped drug on which the extra bottle is needed and create a New Resolution Manager task. Refer to [Being a Power House - Submitting Resolution Manager Tasks (019151)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fc5cb591-e18b-40bb-b060-6e62794bb259)

Verify There is Not a Task in Process for the same issue that has not been previously created by clicking on the View Activity tab and search for the hyperlink for the RM Task.

* **Task Category:** Fulfillment
* **Task Type:**  Extra Bottle
* **Queue:**  Select the most recent dispensing pharmacy for the prescription
* **Prescription Number field:** Input the Rx number
* **Mail to MOR Default Address ? Yes**
* **Notes:** Indicate reason for extra bottle (**Example:** School)

**Note**: If the member is requesting **an extra bottle for more than one prescription(s) and** the prescription are being dispensed from different pharmacies, a separate task must be completed for each of the dispensing pharmacies.

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| Resolution Time |

Up To 3 Business Days

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| Related Document |

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

[General Resolution Times/Turn Around Times (TAT) and Related Documents (028775)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=863acba1-4370-4da9-9f6b-4cadf8633fbf)

[Customer Care Abbreviations and 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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