# Rx Transfer Index

[Prescription (Rx) Transfers Index](#_Toc165878326)

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**Description:**  Titles, document numbers, hyperlinks and descriptions for everything related to prescription transfers.

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| Prescription (Rx) Transfers Index |

* The following prescriptions cannot be transferred:
* Prescriptions that are expired or have no refills.
* C-2 Controlled Substance Rx
* C-3, C-4, C-5 prescription that has not yet been filled at the current pharmacy.
* Compounded Prescriptions

**New York (NY)**

* When a new electronic prescription is received at a New York pharmacy and then the patient requests that the prescription be filled at a different pharmacy, this state allows the new unfilled prescription to be transferred to another pharmacy within the same state to be filled.
* Allows one prescription refill per transfer with the original days’ supply.
* When the prescription is transferred and is filled one time at a New York pharmacy, that pharmacy may not transfer the remaining refills back to the original Mail Order Pharmacy.

**Washington (WA)**

The state of WA requires Rx transfers to be completed electronically or via fax. Assist the member with sending a [New Prescription Request (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) to their physician.

**Prescription transfer process notes:**

* All prescription transfers must be initiated by the filling pharmacy.
* The new pharmacy receives the prescription from the original pharmacy.
* When a prescription is transferred, all the remaining refills are transferred.

**Exception:** New York State and Washington State, see above.

* When a prescription is transferred successfully from another Pharmacy to Mail Order Pharmacy, the Mail Order Pharmacy will automatically fill and ship the first fill.

 If the member states they would like the prescription to be placed on hold, add a temporary STOP SEE Comment to the account instructing the Mail Order Pharmacy to place the transferred prescriptions on hold.

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| **Title** | **Description** |
| **Create Opportunity and Maintenance Choice (MChoice) Transfer**  [CMS-PCP1-021315](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0a402678-3e98-4204-b4cf-08a5e9d5f68b) | Process of initiating a Mail to Retail MChoice prescription transfer and includes how to request a 90-day Rx at our Retail location currently filling a 30-day supply.  The Maintenance Choice (MC) program provides participating plan members with the choice of receiving 90-day maintenance prescriptions through our Home Delivery/Mail Order pharmacy or at our retail pharmacy for the same copay. |
| **Compass - Prescription (Rx) Transfer to and from the Hawaii (HIP) Dispensing Pharmacy Only**  [TSRC-PROD-067101](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=069d2bd4-49a7-4b3f-bd5d-8c8ee3e58a53) | How to transfer a prescription to or from the Hawaii (HIP) dispensing pharmacy only, along with additional scenarios and steps for agents to use to submit an offline Support Task (formerly known as Resolution Manager (RM) Task/Service Resolution) with an existing claim in Compass. |
| **Retail to Retail Transfer** | Use when a member needs to transfer a prescription from one retail location to another. Instruct the member to contact the new (receiving) pharmacy to make this request.  **\*New York (NY)**   * When a new electronic prescription is received at a New York pharmacy and then the patient requests that the prescription be filled at a different pharmacy, this state allows the new unfilled prescription to be transferred to another pharmacy within the same state to be filled. * Allows one prescription refill per transfer with the original day’s supply. * When the prescription is transferred and is filled one time at a New York pharmacy, that pharmacy may not transfer the remaining refills back to the original Mail Order Pharmacy.   **Washington (WA)**  The state of WA requires Rx transfers to be completed electronically or via fax. Assist the member with sending a [New Prescription Request (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) to their physician.  CCR’s are **not** permitted to initiate this transfer on behalf of the member. A Registered Pharmacist must request prescription transfers from other retail pharmacies.   * + This is often necessary because of Maintenance Choice rules (if the member does not want to switch to Mail Order), or in response to the member moving or going out of town when they are due a refill.   + Determine if Maintenance Choice or Retail 90 rules apply. Run [Test Claims](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) to determine copay differences between Mail and Retail, or between different retail pharmacies, and provide the disclaimer. |
| **Rx Transfer: Errors and Workarounds**  [TSRC-PROD-041407](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=edc6582e-e420-4a49-a9dc-88c91aac7cb1) | Provides errors that may be encountered when attempting to transfer a prescription and how to resolve them. |
| **Rx Transfer: From Retail to Caremark Mail Order Pharmacy**  [TSRC-PROD-041401](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca) | Provides the process to of how to transfer a retail pharmacy prescription to our Mail Order pharmacy. |
| **Rx Transfer: Member Request for Transfer from Our Mail Order to Another Mail Order Pharmacy**  [TSRC-PROD-041404](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=548ed1a6-e09e-4b38-9db1-10c787e0b9ef) | Provides the process that need to be completed to transfer a prescription from our Mail Order to another Mail Order pharmacy. |
| **Rx Transfer Member Requesting Rx Transfer from Our Mail Order to a Retail Pharmacy**  [TSRC-PROD-041402](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7717aa28-17ba-4a09-850c-709211e13e84) | Provides the process when transferring a prescription from our Mail Order pharmacy to a Retail Pharmacy. |
| **Rx Transfer Member Requests to Transfer Prescriptions from Another Mail Order to Our Mail Order Pharmacy**  [TSRC-PROD-041413](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6df7f405-5180-40fb-89c8-780bcbb4bcc5) | Details the process when a member requests to transfer prescriptions from another Mail Order to our Mail Order pharmacy. |
| **Rx Transfer: Pharmacist Requesting a Prescription Transfer (Retail to Mail )**  [TSRC-PROD-041409](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5c75c145-b15c-441e-aba2-190ab033d68f) | Details the process needed when a pharmacist or pharmacy staff is requesting to transfer a prescription. |
| **Rx Transfer: Request with Red Flag Prescriptions**  [TSRC-PROD-041416](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb80c00e-09b3-41ee-bc9a-5cb40d4c5e2f) | Provides the process when a transfer is requested and there are red flagged prescriptions with how to resolve the issue. |
| **Transfer Existing Rx to New Account (Carrier-to-Carrier/Open Rx Transfer)**  [CMS-2-004727](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a6af7a1-b552-4822-b26e-a01fcdafb2a7) | Provides process steps for a functionality that was created to automate the process for transferring open refills from the member’s previous PeopleSafe account with us to a new account with us. |

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| Related Documents |

* [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78" \t "_blank)
* [Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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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