# PeopleSafe Manufacturer Coupons



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[Identify If a Manufacturer Coupon Was Applied at POS (Retail Store)](#_Toc168394965)

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**Description:**  Mail Order process when responding to questions regarding manufacturer coupons.



* If the caller is stating they cannot afford their medication, refer to [Prescription Financial Assistance for Members (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c).
*  Medicare and Medicaid beneficiaries are notable to use any coupons with their benefits, due to being a government funded program.
* Most Retail Pharmacies accept manufacturer coupons.
*  Using PeopleSafe, we are unable to accept manufacturer coupons at our Home Delivery (Mail Order) pharmacies. If you are not trained on Compass please contact your supervisor for assistance.
* Our Specialty Mail Order Pharmacy accepts coupons.
* Coupons must be given directly to Specialty.
* **Out of Pocket (OOP) and Deductible (DED):** If a coupon is used, it is up to the plan to determine if the amount of the coupon is added to the OOP and/or DED. The plan may choose to reverse out the amount of the coupon from being applied to the OOP and/or DED. Review the CIF to determine the plan’s rules on manufacturer coupons and accumulators.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Identify the type of coupon the member intends to use. | |
| **If member has a…** | **Then…** |
| Coupon for Accu-Check Monitor | Coupons are NOTaccepted at the Mail Order pharmacy using PeopleSafe.  **Note:** Check the CIF for limitations on the use of Manufacturer Coupons. |
| Specialty medication coupon | Review the CIF to determine if a Specialty number is listed:   * If yes, warm transfer to the phone number listed in the CIF. * If no, warm transferthe call to Specialty Customer Care at **1-800-237-2767**, refer to [Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) (007148)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3).   Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance.  **Exception:**   * If the client is Carefirst, warm transfer to Specialty number for Carefirst only at **1-855-264-3237**. |
| Manufacturer coupon with a routing and account number at the bottom or a manufacturer coupon with processing information, (RxBIN, GRP, etcetera.) | The coupon is NOT accepted at Mail Order using PeopleSafe.    **Note:** Some insurance plans may allow the use of manufacturer coupons for medication purchases at some pharmacies. Review the CIF for limitations. It is at the discretion of the pharmacy as to whether they honor the manufacturer coupons. Refer to [eVoucher (Electronic Voucher) Rx Program (011091)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=662055fb-5236-4d5d-86b6-6feb7bcaa8d3).  Advise the member to review the coupon to determine if there is a way to file a claim with the manufacturer.  **Example:** Some coupons may apply to multiple drugs that the manufacturer makes and may have instructions to contact the manufacturer for redemption. |

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| Identify If a Manufacturer Coupon Was Applied at POS (Retail Store) |

Refer to [eVoucher (Electronic Voucher) Rx Program (011091)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=662055fb-5236-4d5d-86b6-6feb7bcaa8d3) – Overview indicates: We will see an adjudicated (processed) claim from a point of sale pharmacy which displays the member’s plan specific copay. We will not be able to see if any evoucher was applied at time of sale.

In addition, this includes being on Caremark.com. We would not be able to see if there was a coupon that was assisting member with their final cost. We are only able to view what the original cost would have been through the insurance plan.

If member has any questions regarding an eVoucher then the **pharmacy** will need to call CoverMyMeds Support at **1-866-452-5017**.

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| Related Documents |

[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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