# Civil Unrest and Immediate Danger Process

[Process](#_Toc191372316)

[State-Specific Day Supply Allowances](#_Toc191372317)

[Civil Unrest / Demonstration Activity](#_Toc191372318)

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**Description:** Covers the actions to be taken to assist members in the event of a Civil Unrest. This may include active shooters, riots, building looting and facility damages. This process will ensure the member is not deprived of medication during the emergency period.

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| Process |

A member may need an early refill of medication because of civil unrest.

We will allow early refill overrides, when appropriate, for members impacted in affected areas. Members will be responsible for paying the copay for the prescription. The member can receive a 10-day supply, or a greater amount if authorized by the state’s Declaration of Emergency (refer to [State-Specific Day Supply Allowances](#_State-Specific_Day_Supply)).

* Clients may authorize a greater day supply or waive the member copay. If so, this will be indicated in the CIF.
* Clients may opt to Turn ON the SCC-13 code to claims to process without the need for an override for some medications.
* For members who may be in other areas that do not have a formal Declaration of Emergency, the CCR will review the CIF to determine what options are available.

Complete the steps:

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| **Step** | **Action** | | | |
| **1** | Determine the type of emergency.   * Active shooter (CVS Health building) RUN, HIDE, or FIGHT. * Life Threatening danger, notify your supervisor if possible and call **911** then contact Corporate Security at **1-866-300-0475.**   + [Call Center Emergencies (058755)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7cbf7a7e-2479-43fc-8bb9-b1aefff2aed8) or   + [Customer Care Work from Home (WFH) Call Center Emergencies (018628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0beafc-0c03-4c61-853c-a09d6d3be278) * [Handling Crisis Calls (024225)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b3d92dd-46c5-4ee7-b1be-7a4c849206ed) * [Civil Unrest and Immediate Danger Process (048890)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=489925e8-2dfc-46b7-a40b-5c50e9278afe) | | | |
| **If…** | **Then…** | | |
| Yes | Proceed to Step 2. | | |
| No | Review the CIF to determine if an early refill or other accommodation can be made outside of this disaster emergency process.   * If no other options are available, inform the member that the early refill is not allowed; however, they can pay out of pocket for a short-term supply if needed. | | |
| **2** | Identify the member’s issue as it relates to the disaster emergency as previously described.  **Note:**   * The member may be out of town or in an unfamiliar area. Offer to check for in-network pharmacies in their area. If no in-network pharmacies are available, check for out-of-network provisions and/or contact the [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) to request an exception through the Account Manager. * Prescription transfers may also be possible if the member’s local retail pharmacy is closed, or the member has a prescription through Home Delivery pharmacy. Refer to [Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553). | | | |
| **If…** | **Then…** | | |
| Pharmacy is attempting to refill the prescription, but it is rejecting for refill too soon | Advise the member/pharmacy that we can authorize a Refill Too Soon (RTS) override for up to retail maximum allowed quantity.   * The member will be responsible for the copay, unless otherwise noted in the CIF. For example, some plans may allow for 10-day supply at no charge to the member.   Proceed to Step 3. | | |
| Member will be evacuating and needs more medication to hold them over through the emergency period | Advise the member that we can authorize a Refill Too Soon (RTS) override for up to retail maximum allowed quantity.   * The member will be responsible for the copay, unless otherwise noted in the CIF.   **Example:** Some plans may allow for 10-day supply at no charge to the member.   * The member should ask their pharmacy to submit the prescription to the insurance. If there are any issues, the pharmacy can contact our PBM for assistance.   Proceed to Step 3. | | |
| Member has evacuated, does not have medication, but has a valid Rx with refills remaining | Advise the member that we can authorize a Refill Too Soon (RTS) override for up to retail maximum allowed quantity.   * The member will be responsible for the copay, unless otherwise noted in the CIF. For example, some plans may allow for 10-day supply at no charge to the member. * The member should ask their pharmacy to submit the prescription to the insurance. If there are any issues, the pharmacy can contact our PBM for assistance.   Proceed to Step 3. | | |
| Member has evacuated, does not have medication, is unable to reach the prescriber and Rx is expired or has no refills remaining | Advise the member to go to a network pharmacy in the area and explain the situation. The pharmacy will determine if medication can be provided to the member. | | |
| **3** | Check the Overrides section of the CIF for Disaster/Emergency overrides. | | | |
| **If CIF says…** | **Then…** | | |
| Yes | Contact the Senior Team to input the override according to the CIF guidelines.  **Example:**  Some clients may authorize a greater day supply or waive the copay. | | |
| AM Contact Client CCR Submit PBO RM Task | Create a Plan Benefit Override Task.   * **Task Category:** Plan Design * **Task Type:**  Plan Benefit Override * **Queue:**  CC Internal Processes - Client Support | | |
| No | Contact the Senior Team to input the override.   * The day supply allowed will be based on the amount authorized in the Declaration of Emergency for the member’s state.   **Note:** When a State of Emergency is declared in the member’s area, we can override Refill Too Soon rejections to ensure there is no break in the member’s therapy, even if the CIF says “No” for Disaster Emergency overrides. The member will be responsible for their copay. | | |
| **If...** | **Then...** | |
| The day supply is included in the Declaration of Emergency | The override can be entered for up to the amount listed. | |
| No day supply is mentioned in the Declaration of Emergency | Refer to the [State-Specific Day Supply Allowances](#_State-Specific_Day_Supply). | |
| **If the state is...** | **Then the override can be entered for up to...** |
| Included in the table | The amount listed. |
| NOT included in the table | A 10-day supply. |

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| State-Specific Day Supply Allowances |

We will allow up to the day supply authorized in a state’s Declaration of Emergency. The table below provides a list of states where the state law specifically allows more than the 10-day supply (Our PBM’s baseline). If a state is not listed below, then the 10-day supply will be allowed.

|  |  |
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| **State** | **Days’ Supply Allowed when State of Emergency is Declared** |
| **AZ** | 30 days |
| **FL** | 30 days |
| **LA** | 90 days |
| **MA** | 30 days |
| **MD** | 30 days |
| **NC** | 90 days |
| **OK** | 30 days |
| **OR** | 30 days |
| **SC** | 30 days |
| **TX** | 30 days |

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| Civil Unrest / Demonstration Activity |

* Riots, building looting and facility damages.
  + **All Other CVS Health facilities** - Notify your supervisor if possible and call **911** then contact Corporate Security at **1-866-300-0475.**
  + **Retail Stores** – Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) – section Retail Non-Pharmacy Customer Service (Front of Store).
* Member Impact:
  + Customer Care is assisting members with transferring prescriptions to alternative pharmacies or to mail order (if plan allows).
  + Affected members within the emergency area taking specialty medications will be contacted to discuss alternate delivery arrangements if needed.
  + We are continually monitoring this situation and our strategy to assist members.
  + To track member calls related to the Civil Unrest, CCRs should use the new **Media Event 3800** disposition code and add “Civil Unrest” in the **Activity Log Notes** field on the Log/Capture Activity screen.

Apologize to the member for any inconvenience and address the situation as follows:

 I understand that you are located in an area that is impacted by the civil unrest and trust you and your family are safe. I would be happy to help you find the best option to fill your prescription. First and most importantly, do you have over 10 days of supply?

* **If yes (more than 10 days),**  You have a few different options:
* **Option 1:** We can reach out to your doctor for a new script and transfer your prescription to mail order (if your plan allows). It could take several days to hear back from your doctor, but since you have more than 10 days’ supply, that will be fine. This is at no additional cost to you.



**CCR:** Follow the normal Retail to Mail Order transfer Rx process. Refer to [Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553).

* **Option 2:** You can contact your pharmacist and have them follow their process to transfer your prescription to another retail pharmacy. If you would like, I can help you locate another retail pharmacy. Then you can contact your pharmacist and provide them with the other retail pharmacist’s contact information, so that they can follow their process to transfer the prescription.



**Note:** If a CVS pharmacy has been closed, phone and fax numbers have been forwarded to an open location and other large pharmacies may have done the same.

* **If no (10 days or less),**  Since we do not have your prescription on file and it may take some time to get a new prescription, I can help you locate another retail pharmacy. Then you can contact your pharmacist and provide them with the other retail pharmacist’s contact information, so that they can follow their process to transfer the prescription.

**Note:** If a CVS pharmacy has been closed, phone and fax numbers have been forwarded to an open location and other large pharmacies may have done the same.

 Use the new **Media Event 3800** disposition code and add “Civil Unrest” in the **Activity Log Notes** field on the Log/Capture Activity screen for these calls.

If the member’s issue is fully resolved - for example, you provided them with a resource to obtain their medication - file a First Call Resolution (FCR) Grievance. Refer to the **Grievance Standard Verbiage (for use in Discussion with Beneficiary)** section in [MED D - Grievances Index (007931)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=71364003-a41f-4b84-be24-1e85435462b2)

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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)

[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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