# Warm Transfer Calls to Specialty

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**Description:** Includes contact information for various Specialty services, operational hours, types of calls that should be warm transferred and a step-by-step warm transfer process.

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| Contact Details and Hours of Operation |

Warm conference/transfer all calls to Specialty.

**Caremark Specialty Pharmacy Customer Care:** **1-800-237-2767**

**Hours of Operation:** Monday through Friday from 6:30 am to 8 pm CT and Saturdays 8 am to 3 pm CT (No Sunday or holiday hours.).

**Caremark Specialty Prior Authorization: 1-866-814-5506 (Or number listed in rejection)**

**Hours of Operation:** Monday through Friday from 8 am to 6 pm CT (No weekend or holiday hours).

**Caremark Specialty Billing: 1-800-697-7089** or **1-800-250-9631**

**Hours of Operation:** Monday through Friday 7 am to 7 pm CT (No weekend or holiday hours.).

**Caremark Specialty Web Support: 1-855-264-3239**

**Hours of Operation:** Monday through Friday 8 am to 5 pm CT (No weekend or holiday hours).

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| Criteria for Initiating Specialty Call Transfers |

The following is a list of common reasons to **warm** **transfer** a call to Specialty:

* Member is currently receiving medications from Specialty Pharmacy and has a clinical question about Specialty Medication.
* Member has questions regarding the ordering, status, or payment of a Specialty Medication.
* Member has questions regarding Manufacturer Copay Cards for medications being filled, or that will be filled, at CVS Specialty Pharmacy.
* Member has Specialty related questions, and no test claim is needed and/or no plan specific information is required.
* Transfer of a Specialty medication from a different pharmacy to CVS Specialty Pharmacy.

**Note:** Not all Specialty medications can be filled by CVS Specialty Pharmacy refer to [PeopleSafe - Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (007148)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3) or [Compass - Specialty Pharmacy (CTS- Caremark Therapeutic Pharmacy Services) Call Handling (058175).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=845064bd-8ae0-4d30-af0a-e21d6d81933c)

 Do not transfer calls regarding [PeopleSafe - Client Program Offerings Comparison Guide (027425)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b6e05522-5955-4535-ad00-01d20dbe09e8) **or** [Compass-Client Program Offerings (057317)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=52268f72-56a9-4c74-875f-4c85926e6f5b) information to Specialty.

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| Warm Transferring the Call to Specialty |

Perform the steps below:

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| **Step** | **Action** |
| **1** | I will need to connect you with the Specialty pharmacy, who will direct you to your correct therapy for further assistance. |
| **2** | I show the number you are calling from is <phone number>, is that correct?  **CCR:** Call the member back if they become disconnected. |
| **3** | Is there anything else that I can assist you with before I transfer the call?  **CCR:**   * If yes, resolve all issues prior to transferring the call. * If not, continue to the next step. |
| **4** | **CCR:** Do not ask permission to place a caller on hold; instead ask what they prefer you to do during the hold. Explaining the reason for the hold reassures the caller that the time is purposeful and not just a delay.  I am reaching out to a Specialty Pharmacy representative for assistance with your therapy. It may take me a few minutes to reach them. I will provide your information so that the representative is prepared to assist you. I will check back with you within 5 minutes to update you, unless you would prefer that I check back with you every few minutes. For your future reference, the phone number for Specialty Pharmacy is 1-800-237-2767.  **CCR:** Do not allow the caller to hold more than five (5) minutes without checking in with them even if they have given you approval to hold until a resolution is determined. |
| **5** | Use the Conference button to place the caller on hold and open a second line (so that a dial tone can be heard). |
| **6** | Dial the extension or phone number of the receiving party. |
| **7** | Introduce yourself to the Specialty team and confirm that you have reached the correct department. |
| **8** | Inform Specialty if the member has been authenticated and provide information as to the reason for the transfer. |
| **9** | Return to the caller and connect the two lines. |
| **10** | Thank you for holding and I apologize for the delay. I have <Specialty colleague's name> on the phone with us who will further assist you.  **CCR:** Remain on the line until the Specialty colleague takes over the call. |
| **11** | Release the call. |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606" \t "_blank)

****[Phone Numbers (Contacts, Departments, Directory, Addresses, Hours, and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)

**Parent Documents:** [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011),  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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