# PeopleSafe - When to Transfer Calls to Physician Contact (Formerly Doctor Calls)

[Verify Conflict in the Order](#_Toc163649354)

[Call Types Handled by Physician Contact Response Line](#_Toc163649355)

[Related Documents](#_Toc163649356)

**Description:** Process to use when calling the Physician Contact Department.

Your **first** resource for assistance should be a Team Lead or Supervisor.

 Do notprovide the Physician Contact number to the member.  Member calls should be directed through Customer Care.

Order Status inquiries can be addressed by Customer Care. Refer to [Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) and reference:

* Order Status,
* Interpretation of Order Status Details and
* Order Status Reference Table sections

**Hours of Operation:**

**Monday – Friday:** 7 am-5:30 pm CT

**Saturday and Sunday:** Closed

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| Verify Conflict in the Order |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Determine the name(s) of the medication(s) in question that are **IN PROCESS**. |
| **2** | Locate the prescription numbers from the Mail tab to determine status of the medication(s). |
| **3** | Once located, click on the prescription number hyperlink. |
| **4** | Scroll to the bottom of the page and select **View Problems** to determine Conflict Code, if any.      **Note:** If additional assistance is needed to determine why the order is pending, view Note Pad and Rx Versions.   * If conflict code is one of the following, do **not** transfer to the Physician Contact area:   + DAW, DO1, DW1, DW2, MP2, MP1, PSM, PSD, PDO, TP1, warm transfer to 1-866-845-0977   + MP3, warm transfer to 1-866-643-4018   + DQ1, warm transfer to 1-800-556-8750   + DQ2, warm transfer to 1-800-588-4456   + PSC, warm transfer to 1-866-644-0876 * If conflict code is one of the following **AND** the prescriber is on the line, then proceed to [Call Types Handled by Physician Contact](#_Adding_a_Plan). * DPC * FRC * FRX * RRF MCB * NIS * RTP * PAR * PLN * PBR |

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| Call Types Handled by Physician Contact |

A call to the Physician Contact Response Line should only be made if the prescriber’s office is on the phone and the order is in process or on delayed prescriber response. This department can assist on orders for the following conflicts: DPC, FRC, FRX, RRF MCB, NIS, RTP, PAR, PLN, PBR

 **Physician Contact does not take member calls.**

* For orders in Delayed Prescriber Response, refer to [Prescriber Requests Hold (023699](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44)).
* For all other conflicts, 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).

Follow the steps below:

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| **If the caller…** | **And Conflict is…** | **Then…** |
| States the prescriber did not receive an outreach from CVS Caremark or requests an additional outreach to the prescriber | DPC, FRC, FRX, RRF MCB, NIS, RTP, PAR, PLN, PBR | **Do not transfer the member.**  **CCR:** Contact the Physician Contact at **1-800-459-1907** and ask that the request be resent, or outreach made to the prescriber’s office. |
| * Stated they did not receive an outreach from CVS Caremark * Stated they faxed back to CVS Caremark, but we did not receive. * Prescriber’s office is calling back due to a call from CVS Caremark to verify a prescription.   **Example:**  Missing information, illegible signature, etc. | DPC, FRC, FRX, RRF MCB, NIS, RTP, PAR, PLN, PBR | **This line is for Prescriber’s only.**  **CCR:** Warm Transfer the prescriber to the Physician Contact at **1-800-459-1907 (Internal number only)**. |
| Received fax but has not yet responded | N/A | Ask prescriber to fill out and fax the request back. |

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| Related Documents |

[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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