# Dispense as Written (DAW) Index

[Document Listing](#_Toc95129663)

[Related Documents](#_Toc95129664)

**Description:** Listing of all related Dispense as Written (DAW) documents. This includes a prescription written for brand only whereby the prescriber is contacted to request if generic is appropriate to dispense.

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| Document Listing |

Refer to as needed:

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| **Title and Document ID #** | **Description of Document** |
| [PeopleSafe - Branded Generics (CMS-PRD1-059091)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e4b59eca-33ba-4e5c-bb8f-e54669906f71)  [Compass - Branded Generics (TSRC-PROD-058132)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a165d4de-f489-4898-aea7-673e5cdf4749) | Information about Dispense as Written (DAW) 5 (Brand as Generic) Drugs, and instructions for when a member calls with questions about receiving a branded generic or about receiving the brand name version instead of a branded generic medication. |
| [Commercial as Tier 1 Preferred (DAW 9) (TSRC-PROD-049768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=294e5d29-e781-4b76-b80a-4623740b9913) | Provides information about DAW 9, when a brand-name drug is a preferred and covered option over a generic. It includes instructions and suggested verbiage to use in the event a member questions why they received a brand-name drug at a Tier 1 copay. |
| [Dispense as Written (DAW) Codes (CMS-PCP1-040459)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7e5c2587-d679-4b42-b9b1-e98b754c6bff)  [Compass - Dispense as Written (DAW) Codes (TSRC-PROD-057975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33a277e4-4c74-4317-8b79-40a4cf86b262) | Provides a list of various Dispense as Written codes and descriptions of each that should only be discussed with Retail Pharmacies. |
| [DAW (Dispense as Written) and RBP (Reference Based Pricing) Cost Difference (CMS-PRD1-078542)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c9d2243-5841-45c0-b2ec-805023c6cbcf)  [Compass - DAW (Dispense as Written) Cost Difference (TSRC-PROD-058127)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31e71d2c-57c0-4643-ab77-e99e3babf7d6) | Provides information when members may have the option to obtain coverage on brand medications when available. The plan may choose to offer a certain amount of coverage towards the medication. If a brand is chosen when it has a direct generic available then the member usually pays the difference between the brand and generic along with the appropriate copay. Afterwards, the client will pay the remainder. |
| [PeopleSafe - Drug Cost Quick Reference Guide (TSRC-PROD-005115)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ed2f1d5-650e-4757-8fa0-9ae6afc12268)  [Compass - Drug Cost Quick Reference Guide (TSRC-PROD-064340)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=aae1f2ff-c9bb-450e-bd66-0e95e9a365bb) | Includes common drug costs attributes (Accumulators, DAW and RBP cost difference, financial assistance, pricing adjustments, and standard formulary changes). How to calculate a packaged medication quantity and Test Claim drug alternatives research. |
| [PeopleSafe – Handling Brand Requests from Members (Suppression) (CMS-2-027648)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfc2f029-d619-4499-8f41-43ca6694dc13) | Provides the process for handling brand medication requests. In many instances, this will include the submission of a suppression or suppression removal request. |
| [Intervention Changebacks (CMS-2-004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36)  [Compass - Intervention Changebacks (TSRC-PROD-062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe) | Provides instructions regarding prescriptions changed due to the Interventions process, and how to handle member requests for changing back to the original prescription. |
| [Prescription Verification CMS-2-008134](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=524fc0e9-7c7b-4f21-8a43-36a8783b4c50)  [Compass - Prescription Verification (TSRC-PROD-062783)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b62e1001-0487-48a5-95b8-0ad63260b41a) | Process used when a member calls Customer Care to verify how their mail order prescription was filled.  This may include the following prescription details: Medication Name, Medication Strength, Directions, Number of Refills, Plan Member’s Name, Physician’s/Prescribers Name, Quantity/Day Supply, Date Prescription was written, May Sub (DAW) Field, Dosage Form and Language of Counseling Sheets. |
| [Medicaid Appeals (Claims) (TSRC-PROD-003477)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6050bdf-fff0-45ce-96d8-7a376600c14b) | Provides instructions for when a member calls to inquire about how to file an appeal or to inquire about an appeal that has been filed for a Medicaid Member.  Common appeal requests include those for drug coverage/plan exclusions, non-formulary drugs, quantity limits, dispense as written (DAW) and formulary exceptions. |
| [NCD: Inhaler/Insulin/DAW9/New to Market Generic/DAW5 Charts](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6bf684f6-599d-4acf-a358-95d84eb92b1d)  [(TSRC-PROD-042756)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6bf684f6-599d-4acf-a358-95d84eb92b1d) | Guide to assist users when resolving PLN ALT conflicts regarding inhaler, insulin, DAW9, New to Market Generic, or DAW5. |
| [Refusal of Generic Substitution (CMS-2-004620)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=dd854b0c-3a84-484d-ba59-f7aea438e6df)  [Compass - Refusal of Generic Substitution (TSRC-PROD-065145)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b2c517c7-2dd7-4c2d-bedf-e334789ffc49) | Provides procedures for when a member receives a generic medication but prefers brand medications instead. |
| [PeopleSafe - Test Claim (CMS-2-004573](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421))  [Compass - Test Claims (TSRC-PROD-050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) | Used for Test Claim calls about medication price quotes inquiries |
| [Viewing the Client Financials Screen in PeopleSafe (TSRC-PROD-018520)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ec123c65-c6d3-4876-9be8-10376d16de4e)  [Compass - Viewing the Client Financials Screen (TSRC-PROD-065175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3418058a-1e7c-47f8-8071-99a07902d3ea) | Provides details regarding the Client Financials screen. It displays the payment breakdown for each adjudicated (processed) prescription claim. The information on this screen can be helpful when explaining the member’s cost for the prescription and how the prescription cost was applied toward the member’s accumulators (if any). |

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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)

[Customer Care Abbreviations, Definitions and Terms – D (051671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=32af01d8-ae05-468c-8cc7-ff4f099a518d)

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