# **CVS Pharmacy IVR Patient Voicemail or Bypassing Voicemail to Speak to Pharmacist**

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**Description:** Contains information to inform and assist members with concerns or issues about the confidential patient voicemail system at CVS Pharmacy.

**Note:** Members may contact Customer Relations to voice concerns or issues regarding the patient voicemail program. To provide the best experience for patients in-store and prevent patients from holding on the phone, CVS Pharmacies are directing patients to a confidential voicemail system. The CVS Staff is held accountable to act on and outreach all patients who leave a voice mail via phone call or SMS message within one hour. For immediate service, patients can visit CVS.com or the easy-to-use CVS Pharmacy app, where they can refill prescriptions, check their prescription status and more.

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| **Pharmacy IVR Messaging to Inform Members of the Change** |

Callers will hear the following message from the IVR system:

You can now leave a voicemail message. Our pharmacy team will complete your request or return your call in approximately one hour if more information is needed. If this is an emergency, please hang up and dial 911.

**Note**: CVS with AI assistants may ask, "Are you a healthcare provider?' If answered Yes, it takes you through verifying DOB and matching the phone number. If it cannot match the phone number, it then takes you to voicemail.

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| **IVR Talking Points** |

If callers mention that they need to leave voicemails when calling to speak with their CVS Pharmacy and if the member is calling to refill a prescription, check order status, or inquire about cost, remind them of the option to use the CVS App or CVS.com.

 Instead of waiting on hold, your CVS Pharmacy now accepts voicemails. You can leave a voicemail when calling or use the CVS App or CVS.com to self-serve. Once you leave a message, the CVS Staff will call you within one hour.

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| **Bypassing Pharmacy Voicemail When a Patient is on the Line** |

 This process is only for **internal** use when contacting the pharmacy to address a live member inquiry/issue.

 Do not share this information directly with patients/members.

**Note:** There is a system in place that allows callers to bypass the usual procedures in specific circumstances. If a member has left a message, they will be able to connect directly with the same pharmacy team after one hour when they call the same pharmacy using the same phone number.

**CCR Process:** Complete the steps below:

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| **Step** | **Action** |
| **1** | Ensure the pharmacy is open.  **Reminder:** Most stores are closed between 1:30 pm - 2:00 pm local time for lunch. |
| **2** | 1. Dial the store phone number. 2. Select the **Provider option** from the IVR. 3. After the initial greeting press **2** or say **Provider** within the IVR options. 4. When prompted, select to **Speak to the pharmacy**. You may need to try another code to connect with the pharmacy team.   **Note:** When calling a CVS pharmacy, some pharmacies, when the provider option is selected may take you to voicemail. You may enter code 8001, 8002, 8003, 8004, 8005 as soon as the recording starts to speak with the pharmacy. These codes are phone lines for the pharmacy phone system. **Example:** If 8001 is used, a pharmacy team member may be on line 8001 and you cannot connect with them  **Note:** You may experience a hold time. |

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| **Related Documents** |

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

**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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