# Third Party Billing and Reimbursement

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**Description:** **FOR USE WITH CVS AND WALGREENS PHARMACY ONLY.** Utilize this process when a member pays out of pocket for medication at retail and pharmacy advises they are unable to reverse and reprocess the claim under their Prescription Benefit. The member should reach out to the Third Party/Retro Billing department with **Walgreens** or **CVS** to have them reprocess the Prescription/Prescriptions through the members Prescription benefit.  Once the claim is successfully Reversed & Reprocessed under members’ Prescription benefits and if there is any overpayment, it would be the pharmacy responsibility to reimburse the member directly.

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| Expectations and Guidelines |

* Can only be used if prescriptions were filled at **Retail CVS or Walgreens** Pharmacy
* To be used when the Retail Pharmacy states they are unable to reverse and reprocess a claim
* Must be After 14 days of prescription being filled
* Validate the Rx in question falls within the billing window of **90 days** of initial adjudication, except for the State of New York, which is **120 days**

**Note:** This process provides the member with an opportunity to be reimbursed at the submitted rate less copay vs. submitting a Paper Claim where they are only going to be reimbursed at contractual rate less copay. This process can be used before and after a member files a Paper Claim. If the member has a **Paid** paper claim on file, it would be the pharmacy reimbursing the difference between what the member paid out of pocket, and the dollar amount they received back on the paper claim.

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| Contact Phone Numbers |

1. **CVS** Billing and Reimbursement Dept. 800-494-4287
2. **Walgreens** Retro Billing Dept. 217-554-8663

**Note:** You **do not** have to Warm Transfer the member. You can provide the direct phone number and member can contact them directly. The member will need the following information when calling:

1. Date of Service/Date of Fill
2. Rx numbers

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| Information |

Refer to the table below for types of calls handled by Third Party Billing and Reimbursement:

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| **Call Type** | **Action** | | |
| **Insurance**      **Note:** Member should be directed back to pharmacy if still within 14 days.      Do **not** suggest member call back in 14 days. If they cannot return to store within 14 days. | A member states that the incorrect insurance/no insurance was billed for their prescription | | |
| **If…** | | **Then…** |
| The prescription was filled within the previous 14 days. | | Refer member back to the pharmacy. The store can reprocess a prescription within the first 14 days. |
| The prescription was filled more than 14 days ago, but within **90 days** of initial adjudication/fill, except for the State of New York, which is **120 days**. | | Confirm that the prescription was filled **by CVS or Walgreens pharmacy.**   * If yes, follow the process to collect appropriate information. Refer to [Call Handling](#_Call_Handling). |
| **Coupon/Discount Card** | Customer used a discount card/coupon and now wants the prescription to be run through their insurance.  Customer paid cash and wants a coupon/discount applied | | |
| **If…** | | **Then…** |
| The prescription was filled within the previous 14 days. | | Refer the member back to the pharmacy. |
| The prescription was filled more than 14 days ago. | | Follow the process to collect appropriate information. Refer to [Call Handling](#_Toc177744677). |
| **Customer paid out of pocket** | Customer paid full price for their prescription, no discount, coupon, or insurance was applied.  Refunds due for prescriptions that were paid out of pocket by the member and later billed to the insurance. | | |
| **If…** | **Then…** | |
| The prescription was filled within the previous 14 days. | Refer the member back to the pharmacy. | |
| The prescription was filled more than 14 days ago. | Follow the process to collect appropriate information. Refer to [Call Handling,](#_Toc177744677) | |
| **Third Party Billing Does Not Handle** | * Prescription billing reprocessing within 14 days of the fill date (Customer should be directed to store). Unless there are extenuating circumstances such as the member is no longer in the same geographical area of the store. * Price inquiry, formulary checks, Pricing complaints * Billing issues related to Covid testing, PAXLOVID ASSESMENTS, or any Procedures performed at Minute Clinic * Quantity dispensing issues * Credit /debit charges or charges on bank statements * Gift Card Issues * Store staff complaints, Pharmacy complaints & refuse to fill calls * Member profile history or records – transfer to store if request is within 12 months, anything over 12 months, please refer to the privacy office * Any charges made on **mobile/online** applications * Any Care Pass/EXTRA CARE PLUS questions * Any reimbursement check that does not come from **1 CVS Drive Attn: Third Party – Please refer to the check image on the previous page** | | |
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| Call Handling |

 THIS SECTION IS ONLY FOR CVS PHARMACY.

**Helpful Probing Questions:**

1. Do you have the same insurance you had the last time it was filled?
2. Was your prescription filled at CVS previously?
   1. If member had the Rx filled at CVS previously, compare days’ supply, insurance plan billed. That could explain the difference in price.
3. If the member is calling about a reimbursement check they received ask the caller where the check was mailed from:
   1. Woonsocket, RI – Third Party Billing Reimbursement
   2. Lincoln, RI/Arizona/other – Caremark Third Party Billing Reimbursement cannot assist.

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| Additional Information |

**Hours of Operation:**

Representatives are available:

* Monday-Thursday 8:00am-4:00pm Eastern
* Fridays 8:00am-12:00pm Eastern.

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms (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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