# PeopleSafe - Future Fill (Refill Too Soon)

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**Description:** Addresses the divert process for how new prescriptions are handled if they are too early to be processed, as well as how to place an order for a refill that is too early to process.

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| New Prescriptions |

Perform the following steps if a plan member has mailed in one or more prescriptions that will be too early to process:

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| **Step** | **Action** | |
| **1** | Advise the plan member of the following time frames: | |
| **If the Rx is eligible to be filled within…** | **Then…** |
| Up to 2 days | The entire order is held until the remaining Rx(s) can be filled. |
| 3-90 days | The order is split and the Rx(s) not yet eligible will be held and sent separately when they are ready to process. |
| Up to 14 days | Prescriptions due within the next 14 days will be filled automatically on the date that they are available for refill. |

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| Refills |

Perform the following steps if a plan member would like to place a refill for a prescription that is too early to process:

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| **Step** | **Action** |
| **1** | From the **Main Screen** click on the **Order Placement** button to display the available refills. |
| **2** | Find the requested medication and look at the Next Fill date column to see if a future date is displayed.   * If the Rx is available for refill in up to 14 days or less, inform plan member you will place the request, however the Rx does not begin processing until the date that it is available for refill. * If the Rx is not eligible 15 or more days, member needs to place refill request closer to refill date. |
| **3** | Continue to place the order per usual.  **Or**  If speaking with the member, POA, or the prescribing physician, cancel the order if placed outside of the 14-day window.  For more information, refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). |

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| **Controlled Substance Future Fill Early Refills** |

**Note:** The following applies to any controlled medication, C2-C5.

Follow the steps below if a Mail Order Prescription shows in Future Fill for a control medication:

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| **Step** | **Action** | |
| **1** | Open member account and ensure the caller is [fully authenticated (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd). | |
| **2** | Locate the prescription number(s) from the **Mail Tab** to determine status of the medication(s). | |
| **3** | Click on the **Order Number** to open the Order Details screen. | |
| **4** | Beneath the Prescription Number, click the **+** symbol, review the conflicts, and look for the **FFL - CS TOO EARLY REFILL** conflict. | |
| **If FFL CS Early Refill conflict is…** | **Then** |
| Present  **Note:** If the **CS ER Refill** conflict is present, do not action the FFL conflict. The call must be transferred to CCS for further action if the member wants the fill sooner. | Inform the caller:  This prescription is too early to fill. You can fill this prescription on (provide Future Fill date – green highlight above).  If the member pushes back and requests fill before the Future Fill date:   * I can definitely understand, I’m happy to transfer you to our Clinical Care team to review your request. * [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the member to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) and explain to the technician or pharmacist assistance is needed with a Future Fill Controlled Substance Early Refill conflict.   Do **not** attempt to resolve a divert. Do **not** place an override. Clinical Care Services determines next steps. |
| **NOT** present | Check the CIF for any instructions on Controlled Substances. If the CIF does not specify, follow normal process for assisting the member with Controlled Substances.  Refer to:   * [Controlled Substance Information (C2-C5) (067214)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc09fa82-fcf6-495a-ae85-50cd798c6815) * [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117) |

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| Questions and Answers |

 If **Alternate** is selected, Effective / Expiration date must be entered in PeopleSafe.

**Reminders:**

* When an order is started using a “one-time” address and it diverts to future fill, it releases and selects the member’s default address on file.
* Entering a date range ensures the prescription ships to the correct address if it is added to Future Fill.
* Prescription refills are auto documented by PeopleSafe.

Use as needed:

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| **#** | **Question/Statement** | **Answer** |
| **1** | **What happens to Controlled medications in the Future Fill process?** | * If a hard copy prescription is mailed in written for only one C2 medication and the Client’s Utilization Rate (UR) is not met (RX is not ready to process), the prescription is returned to sender. * If there is another medication on the prescription, the mail order pharmacy will not mail the RX back.  Refer to [Post-dating Prescriptions (067214)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc09fa82-fcf6-495a-ae85-50cd798c6815) for more information. * If the internal/external comments says, “Order RTP’d” and conflict says “RPh Judgement” or similar, warm transfer to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). With the many different variables that go into assessing a C3-C5, it is not guaranteed ALL mailed in hard copies of a controlled medication will be returned to sender if pushed to Future Fill. * Reach out to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for further clarification. |
| **2** | **Will Members receive a letter with the filled portion of their order informing them we are holding the rest of their order?** | No letter is included. However, “automated” outbound calls are made to the members advising them the order is being split. These calls provide members the date the order becomes eligible to be filled. |
| **3** | **What happens to the payment when an order is split?** | The payment is split and applied to the particular prescription being processed at the time. A credit balance remains on account if check or money order submitted. If credit card submitted, payment is processed as order(s) are filled. |
| **4** | **Will Future Fill also include holding prescriptions that the prescriber has post-dated?** | No, these are not included in Future Fill. Any post-dated Rx’s are RTP’d (Returned to Participant/Member). |
| **5** | **What happens if a prescription is held in Future Fill and then expires before being released?** | System recognizes prescriptions which expires and “RTP’s” them. These are not entered the Future Fill process. |
| **6** | **What happens when we are holding a prescription in Future Fill and the member’s therapy changes to another drug or dosage?** | When the prescription is released from being held in the Future Fill queue, the order begins going through the Drug Utilization Review (DUR) edits for any changes identified.  **Note:** If the member has not sent us a new Rx, we fill the Rx, because we do not know their therapy has changed. |
| **7** | **What message does the member hear on the IVR when checking the status of an order and it is being held in the Future Fill queue?** | “The prescription order for <drug name> prescription number <number> was received by <PBM Name> on <date>. This prescription was received prior to the eligible refill date.” |
| **8** | **What message does the member hear on the IVR when the order has been released and has begun processing?** | “<PBM Name> began processing this prescription on <date>. You can expect to receive your order by <date>.” |
| **9** | **What message does the member hear if we are still not at the date that is available for refill and have not begun to process it yet?** | “The prescription order for <drug name> <prescription number> was received by <PBM Name> on <date>. This prescription is currently too early for refill but is processed on <next available fill date>. You can expect to receive your order up to 7 days after the refill date.” |
| **10** | **What information can member’s access about Future Fill Rx’s on the Web and IVR?** | At this point in time, members can only access the status of a Future Fill order on the Web and IVR. |
| **11** | **Are refills placed through the Web and IVR sent to Future Fill?** | Yes, refills placed through the Web and IVR are placed into Future Fill if the refill is requested before the next fill date. |
| **12** | **How do we cancel an order being held in the Future Fill process?** | Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). |
| **13** | **Why are prescriptions held in Future Fill status?** | Because it is “too early to fill.” |
| **14** | **If an order has one or more prescriptions that are too early to process, what occurs?** | The entire order is held in the Future Fill queue until the Rx(s) are ready to be processed. |

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| Resolution Time |

Once the order is released from Future Fill, it follows the standard turnaround times for orders. Refer to [Order Shipping Turn Around Time (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352).

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| Related Documents |

[Manage/Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124)

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

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

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