**PeopleSafe – eFax or ePrescriptions (eRx, eScript)**

[Reminders](#_Toc197340974)

[Scenarios](#_Toc197340975)

[ERX Attached to Wrong Profile](#_Toc197340976)

[Related Documents](#_Toc197340977)

**Description:** Provides several scenarios on how to handle inquiries related to electronic prescriptions (ERX) submitted via the **e-Fax** or **e-Prescriptions** systems. It includes both Prescriber-specific information as well as Member issues that may arise from prescriptions inadvertently sent to the wrong account.

|  |
| --- |
| **Reminders** |

* In addition to standard fax machines, verbal (phoned-in), and mailed-in paper prescriptions, Prescribers also have the option to submit prescriptions from their computer as **e-Fax** or **e-Prescriptions**. Within [PeopleSafe (018567)](file:///C:\Users\c202900\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PEVT2MN4\TSRC-PROD-018567), both e-Fax and e-Prescriptions appear as “**ERX**” under the “Delivery System Method” column.
* When sending prescriptions via the e-Prescription database, Prescribers must select the correct entry for CVS Caremark, which will also include a physical mailing address. To ensure the Prescriber is choosing correctly, see [Scenarios](#_Scenarios) below.
* **SureScripts** (formerly known as RxHub) is the only approved gateway for e-Prescriptions sent to CVS Caremark mail service. Prescribers must be registered through a partnering vendor that is certified by SureScripts. The Prescriber can obtain a list of certified vendors and software systems at www.surescripts.com.
* CVS Caremark has a relationship with Veradigm (formerly known as Allscripts) to offer Prescribers access to an e-prescribing tool at no cost. See [Wishes to get started with electronic prescriptions](#Wishestogetstarted) below.
* In the event that the electronic submission fails, the prescriber can send an **e-Fax** as a backup method. An e-Fax is a prescription drug order that is communicated directly from a Prescriber’s computer or PDA to a pharmacy’s fax machine by electronic transmission.
* Electronic prescriptions for non-controlled substances are legal prescriptions and are functionally the same as traditional written prescriptions.
* The DEA requires pharmacies to complete a complex approval process before they are allowed to receive electronic prescriptions for controlled substances. For additional information about electronically prescribing C2-C5 controlled medications, refer to [Controlled Substance Information (C2-C5) (067214)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc09fa82-fcf6-495a-ae85-50cd798c6815).
* **Keywords:**  Prescribing, prescribe, prescription, ERX, Electronic.

[Top of the Document](#_top)

|  |
| --- |
| **Scenarios** |

Prescribers can write prescriptions for themselves and immediate family members. EPCS compliant Rx’s would still use the appropriate e-Prescriptions or e-Fax address.

Refer to the table below:

|  |  |  |
| --- | --- | --- |
| **If the prescriber…** | **Then…** | |
| Is using **e-Prescriptions** (computer to computer) or **e-Fax** (computer to fax), and questions where to send the prescription for **Mail Order**.  OR  Is using **eFax** (computer to fax), and questions where to send the prescription | Prescribers should select:  CVS Caremark **MAILORDER** Pharmacy  One Great Valley Blvd  Wilkes-Barre, PA 18706  Phone: (877) 864-7744  Fax: (800) 378-0323  Pharmacy NABP or NCPDP#: 0322038  NPI# 1326029232  For **e-Fax only**, Providers should select:    CVS Caremark **Mail Order FAX** Only 7034 Alamo Downs Parkway San Antonio, TX 78238  Phone: (877) 864-7744  Fax: (800) 378-0323  Pharmacy NABP or NCPDP#: 4583034  **Note:** If the Prescriber’s office is unable to locate within their software the CVS Caremark listings shown in this document:   * Provide the information to them verbally so that the current prescription can be submitted. * The phone and fax numbers are the same for **e-Faxes and e-Prescriptions**, but the NABP/ NCPDP numbers are different. * For future prescriptions, advise them to contact their software vendor support for assistance with finding the correct listing within the SureScripts directory. | |
| Is using **e-Prescriptions** (computer to computer), and questions where to send the prescription for **Specialty** medications. | For Specialty e-Prescriptions **ONLY**, Prescribers should select:  CVS Caremark **Specialty** Pharmacy  800 Biermann Court Suite B  Mount Prospect, IL 60056  Phone: (800) 237-2767  Fax: (877) 408-9743  Pharmacy NABP or NCPDP#: 1466033  **Note:** If the Prescriber’s office is unable to locate within their software the CVS Caremark listings shown in this document:   * Provide the information to them verbally so that the current prescription can be submitted. * For future prescriptions, advise them to contact their software vendor support for assistance with finding the correct listing within the SureScripts directory. | |
| Has submitted a new prescription via **e-Fax/ e-Prescriptions** and wants to check on the order status and the prescription is a mail order prescription. | Check the member’s account in PeopleSafe.   * If Rx is visible, provide information to prescriber. * If Rx is not visible verify the following: * Where the prescription was sent or Pharmacy selected by the prescriber, prescriber should use one of the two locations listed (Wilkes-Barre or San Antonio). * Date of transmission:   + If less than 48 hours ago, advise that it can take up to 48 hours from time of transmission for the Rx to be visible in our system.   + If more than 48 hours ago and pharmacy selection was correct, warm transfer to the **Provider Help Desk** at **1-866-443-9166.**   Do **NOT** transfer any members or pharmacies to this line.  **Note:**  The **Provider Help Desk** is for Prescribers **ONLY** and can assist prescriber's offices with issues related to e-Faxes and e-Prescriptions. They are not able to assist with member or pharmacy issues. | |
| Has submitted a new prescription via **e-Fax/e-Prescription**s and wants to check on the order status and the prescription is a Specialty prescription | Warm transfer the caller to Specialty Customer Care at **1-800-237-2767.**  Let me get you over to our Specialty pharmacy, who will check on the order status of the prescription for you and provide further assistance. | |
| Calling to **verbally** prescribe a new **Mail Order** medication | Warm transfer the call to the FastStart Team at **1-800-378-5697**.  Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) for instructions on handling New Prescription calls. | |
| Calling to **verbally** prescribe a new **Specialty** medication | Warm transfer the caller to Specialty Customer Care at **1-800-237-2767**.  Let me get you over to our Specialty pharmacy, who will obtain the new prescription request from you and provide further assistance. | |
| Needs to **cancel** a submitted **Mail Order** prescription | Check PeopleSafe. | |
| **If…** | **Then…** |
| Order is in process | Refer to [PeopleSafe - Cancel Order, Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). |
| Order is not yet showing in PeopleSafe | Place a [Stop See Comment (007009)](file:///C:\Users\c202900\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PEVT2MN4\CMS-2-007009). |
| Needs to **cancel** a submitted **Specialty** prescription | Warm transfer the caller to Specialty Customer Care at **1-800-237-2767**.  Let me get you over to our Specialty pharmacy, who will provide further assistance on your request to cancel the prescription. | |
| Is having technical difficulties with the **e-Fax/ e-Prescribing** software | Advise the prescriber that they need to contact their **e-Fax/e-Prescribing** Tool vendor for technical support. | |
| Wishes to get started with electronic prescriptions | Advise them that:  CVS Caremark has a relationship with Veradigm to offer Prescribers access to an e-prescribing tool at no cost. Please visit [www.veradigm.com](https://veradigm.com/) to register for the Veradigm system through CVS Caremark.  Of course, you can use any e-prescribing or electronic medical record that is Surescripts certified to send prescriptions electronically to CVS Caremark retail and mail pharmacies. For more information, please visit [www.surescripts.com](http://www.surescripts.com/). | |
| Has questions about the retirement of **iScribe** and transition to **Veradigm** | Advise them that:  CVS Caremark has a relationship with Veradigm to support former iScribe users.  Veradigm has set up a custom website to address prescriber questions at [www.veradigm.com](https://veradigm.com/).  You may also contact Veradigm by calling **1-877-933-7274** or by emailing [ePrescribeSupport@Veradigm.com](mailto:ePrescribeSupport@Veradigm.com). | |
| Has any other questions about **e-Fax/ e-Prescriptions**, other than these issues above | Warm transfer the call to the **Provider Help Desk** at **1-866-443-9166**.  Do **NOT** transfer any members or pharmacies to this line.  **Note:**  The **Provider Help Desk** is for Prescribers **ONLY** and can assist prescribers’ offices with issues related to e-Faxes and e-Prescriptions. They are not able to assist with member or pharmacy issues. | |

[Top of the Document](#_top)

|  |
| --- |
| **ERX Attached to Wrong Profile** |

When members have more than one active PeopleSafe profile, an ERX may get attached to the wrong member’s account. This is because the phone number on the member’s profile does not match the one on the prescription submitted.

The ERX prescription system validates the member’s information by Last Name, First Name, Date Of Birth (DOB), Gender, and ZIP. After matching the criteria on an active Commercial account, the next determining factor is the phone number. If that matches what is on the Rx, the system identifies this as the correct profile.

 It is extremely important for CCRs to confirm the member’s phone numbers and communication preferences.

Any phone number record changes submitted by the Employer, or the Client/Plan take precedence. It is the member’s responsibility to ensure that their contact information is current with all parties.

**When this scenario is encountered, research the issue thoroughly and use best judgement to determine if the following steps may correct the situation:**

* Review and update as appropriate all [phone numbers (004566)](file:///C:\Users\c202900\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PEVT2MN4\CMS-2-004566) and [communication preferences (004566)](file:///C:\Users\c202900\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PEVT2MN4\CMS-2-027674) in PeopleSafe.
* Transfer prescription to the correct profile using procedures for a [Carrier-to-Carrier/Open Rx Transfer (004727)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a6af7a1-b552-4822-b26e-a01fcdafb2a7).
* Create a [Reverse and Reprocess Claim Task (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c) or educate the member on submitting a [Paper Claim (059668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729) to the correct carrier for reimbursement.
* Determine whether adding a permanent [Stop-See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) on one or both profiles is necessary to prevent future occurrences.
* Additional assistance may be required from Clinical Care, or from Senior Team.
* **Always** notate both profiles with detailed notes. Refer to [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78).

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

[Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)

[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)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY – INFORMATIONAL ONLY**