# PeopleSafe - Manage/Resolve Diverts - Immediate Release of Orders

[High Level Process](#_Toc185257904)

[Process](#_Toc185257905)

[Turnaround Time](#_Toc185257906)

[Related Documents](#_Toc185257907)

**Description:** Procedures where orders can be held for several translated divert reasons such as payment, Future Fill and Participant Services related holds.

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| **High Level Process** |
| 1. [**Identify**](#Identify) **why the order is being held and which Divert Order is applicable:**  * **Payment Diverts** * **Participant Services Diverts** * **Future Fill Diverts** * **Pending Prior Authorization**   **For Med D Ship** Consent diverts, refer to **Processing Ship Consent Hold Prescriptions/Orders** section in [MED D - Expressed Consent (Ship Consent) (083036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0adae9-ad4d-4e9c-9707-301d785da1cf). Do **NOT** use the Manage Diverts process. |
| 1. [**Make**](#Step2) **the appropriate correction in the system for the type of Divert.**   The correction **MUST** be made on the proper screens before accessing the **Manage Diverts** tab. |
| 1. [**Enter**](#EnterOrderLevelComments) **note in the Order Level Comments and indicate what occurred.** |

[Top of the Document](#_top)

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| Process |

Perform the steps below to release an order and restart processing:

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| **Step** | **Action** | | | |
| **1** | Identify why the order is being held, and which Divert Order is applicable. Refer to [Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) for instructions to review order status details.  From the Order Status screen, click on the **Manage Diverts** button in bottom left-hand corner. This screen displays the Divert(s) to be addressed, and a “Resolution” drop-down box.  The types of Diverts include but are not limited to these examples:   * “Pending Resolution of Payment Issue(s) / Expired Credit Card” * “Future Fill / Refill Too Soon”   **Note:**  Do not resolve the divert until the issue is resolved.  **Notes:**  **Delayed Prescriber Response Hold**   * Functionally similar to a Divert, CCRs are unable to release prescriptions held due to Delayed Prescriber Response. Only the pharmacy has this capability. Refer to [Delayed Prescriber Response/Prescriber Request Holds](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44) (023699).   **Participant Holds**   * To release an order held due to Member request, refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c).   [Return to High Level Process](#HLP) | | | |
| **2** | Resolve the Divert according to the instructions below.  **Note:** The correction(s) must be made **before** accessing the Manage Diverts tab or pressing the Expedite Order button. | | | |
| **To resolve a...** | **Then...** | | |
| **Payment Divert**  **Note:** Member has 48 calendar hours to have payment diversion managed.  (Two (2) communication attempts are made from participant services to contact member.) | **Payment Divert** possible reasons:   * Courtesy   **Example:** Order held for Member approval of high cost.   * Non-Courtesy   **Example:** Past due balance or insufficient funds on card.  **Payment Divert** quick guide to resolution:   1. Identify and resolve the payment issue in the open order. Refer to [Order Status Payment Exceptions (021319)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445b2dd4-59b7-4ddb-bd4e-b15b3b665989) and [Payment - Change Payment Method for an Open Order (025593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47bdca4c-e5e7-4887-856d-ff34db37dfc2). 2. Once payment issue(s) are resolved, return to the Main Screen, and click “Refresh.” 3. The Divert should disappear and the order be automatically released for processing/shipping. 4. If the Payment Divert still appears after updating the order payment method and clicking “Refresh,” proceed to **Step 3**.   **Note:** For high dollar copay consent: <Name> approved high dollar copay <amount> on Order <enter order confirmation number> with payment method of <method>. | | |
| **Future Fill Divert** | **Future Fill Divert** possible reasons:   * Refill Too Soon * Participant Hold Until * Future Fill Auto Renewal and Auto Refill * Rx put on future fill due to accumulated medication   **Future Fill Divert** quick guide to resolution:   1. Run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) and if it rejects, refer to [(Refill Too Soon) (007827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=554327a5-017f-4586-aa72-6cde5fc72fa8). 2. Perform any appropriate overrides on the Plan Benefit Override (PBO) screen or make the necessary changes on the member’s account, if needed. 3. Confirm via Test Claim that the needed medication will Accept on today’s date.  * If denied, continue to investigate the issue. * If accepts, proceed to **Step 5**.   **Note:** Refer to [(Refill Too Soon) (007827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=554327a5-017f-4586-aa72-6cde5fc72fa8) for controlled medications. | | |
| **Participant Services Divert** | **Participant Services Diverts** possible reasons:   * Address Verification/Update * Back Orders/Not In Stock   **Participant Services Diverts** quick guide to resolution:   1. Make the necessary changes on the member’s account, such as adding or updating their address on the order.   If Participant Services call was for any other reason, contact them and add an Order Level comment as needed.   1. Proceed to **Step 4**.   **Back Order Diverts**:   * If the member approves the delay and wishes us to fill the medication when available, continue to **Step 5**. * If not, enter [Comments at the Order Level (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce) and indicate the member’s decision not to fill. Include this info in your call notes as well. * If drug is Not in Stock and the member wants to pick up at a retail pharmacy (with approval from member), place the prescription in a “Hold Indefinitely” status. Refer to [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc).   For Med D Ship Consent diverts, refer to refer to **Processing Ship Consent Hold Prescriptions/Orders** section in [MED D - Expressed Consent (Ship Consent) (083036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0adae9-ad4d-4e9c-9707-301d785da1cf). Do not use the Manage Diverts process. | | |
| **Pending Prior Authorization** | **Navigate to plan benefit override tab**.   * Verify medication requiring prior authorization has been approved. * If not approved explain to member their options.   **Example:** Appeal   * If approved continue to [Step 8](#Step8).   [Return to High Level Process](#HLP) | | |
| **3** | Navigate to the **Order Status** screen to identify and resolve the payment issue(s).     * Orders should **not** be released without payment, including past due balances. * Any payments mailed in with the order (for instance, checks or money orders) will display in the **Other Payments Applied** field. * If applicable, advise the member a check was applied to the order, and if it is not enough to cover the cost, they may receive a call for payment or a bill with the shipped order. * Members can review order status and apply payments online at Caremark.com.   Some clients are Single Sign-on ([Caremark.com – Single Sign-On Clients (SSO) (006534)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ecbd2edb-c406-46db-8084-0d6f7118e3d0)  where the member would log into the client’s website which normally has a link over to Caremark.com. Review the CIF for any limitations. | | | |
| **If...** | **Then...** | | |
| No Payment Issue(s) | Proceed to next step. | | |
| Payment Issue(s) | 1. Identify the current payment displayed in the **Payment Information**box and confirm if the member would like to use a different electronic payment account for the order.   **Note:** On the bottom of the order status screen, click on the **up-arrow** button open the Payment Information box. | | |
| **If the current payment type indicates…** | | **Then…** |
| An electronic method of payment (Credit Card or E-Check) | | Proceed to Step 2. |
| Please Add Payment | | This means that no payment type is currently attached to the order. Proceed to Step 2 to add a payment account. |
| 1. Click on the **Payment Method** drop down field to determine if a payment account is on file and to view the plan member’s available payment methods. | | |
| **If a payment account is...** | | **Then...** |
| On file | | Proceed to Step 3. |
| Not on file | | The new payment method will need to be added.  Click on the **Maintain Payment Options** button to add the electronic payment account.  Refer to [Payment Maintenance Add, Edit and Remove (Credit Card and eCheck) (010987)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b0d1693e-3ebd-45e7-811a-adbe7e2c9f83).  Once the payment account has been added, continue to Step 3. |
| 1. Select the appropriate payment type from the **Payment Method**drop downbox.   **Result:**  New payment method displays in the **Payment Method** field.  For additional information, refer to [Payment Change Payment Method for an Open Order (025593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47bdca4c-e5e7-4887-856d-ff34db37dfc2). | | |
| 1. Click Update to save your changes. The new payment type will display in the Payment Method field. | | |
| 1. Enter Order Level Comments. Refer to [Viewing and Adding Comments in PeopleSafe (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce). | | |
| 1. Click Close to return to the Main screen. | | |
| **4** | Once the Divert issue has been resolved:   * Return to PeopleSafe Main Screen and click the “Refresh” button. * Return to the Order and confirm it is no longer in a Divert status.   + If divert no longer shows, proceed to [Step 8](#Step8).   + If the divert still shows, continue to [Step 5](#Step5). | | | |
| **5** | From the Order Status screen, click on the **Manage Diverts** button in bottom left-hand corner. This screen displays the Divert(s) to be addressed, and a “Resolution” drop-down box.  The types of Diverts will be displayed, including but not limited to these examples:   * Pending Resolution of Payment Issue(s)/Expired Credit Card * Future Fill/Refill Too Soon   If the screen states “No Diverts to Resolve for This Order,” proceed to [Step 8](#Step8).  **Example:** Payment Divert selected.    **Example:** Future Fill and Payment Diverts selected resolution: | | | |
| **6** | 1. Once all actions to resolve the Divert(s) have been taken, click the **checkbox** next to the Divert reason. 2. Make the appropriate selection from the **Resolution** drop-down box. See Resolution examples below.   **Note:** When resolving more than one type of Divert, click all checkboxes that apply. | | | |
| **If you have resolved a…** | **Then select…** | | |
| Payment Divert | * Care Interaction w/Mem, fixed pmt issue. * Care Interaction w/Mem. High $ fill ok. | | |
| Future Fill Divert | Care Interaction w/Mem Proceed w/fill. | | |
| Participant Services Divert | Care Interaction w/Mem Proceed w/fill. | | |
| **7** | Click the **Resolve Diverts** button.  Before resolving divert, confirm the member’s address and shipping method then update the order accordingly **before** the order is released.      **Result:** A pop-up message displays asking to confirm that you want to resolve the selected divert types. Click **OK**. If pop-up displays Denied, continue to investigate the issue.    **Result:** The system performs an auto-check to determine if the correction has been made. If yes, the prescription filling restarts.  **Note:** When resolving more than one type of problem, the pop-up message indicates all of the selected divert types.  **Example:** The below message displays when Payment and Future Fill diverts are being resolved at the same time: | | | |
| **8** | On the Manage Diverts screen, verify that the Divert you resolved no longer displays.  **Note:** Order should not be released without payment, including past due balances.    If the Divert has not been corrected, the Divert remains on the Manage Diverts screen and the member’s order will be delayed until the correction is made and the appropriate Resolution is selected. | | | |
| **If the Divert is…** | **Then…** | | |
| Not visible | **Refresh** the Main Screen in PeopleSafe and make sure the Divert has been resolved. If so, click the **Order #** and click the **Expedite** button. This will ensure the order is processed promptly. | | |
| Visible | * Repeat steps and verify that you resolved the reason the order is still being held and it is not processing. * Make the appropriate correction before accessing the Manage Diverts screen to release the order.   + If the Divert remains after making all necessary changes on the member’s account and clicking **Resolve Diverts**, proceed to next step. | | |
| **If…** | **Then…** | |
| * Payment Divert * Future Fill Divert * Participant Services Divert * Prior Authorization approved * Expedite Button is not available | Submit an **Expedite Order in Process RM Task** to Participant Services:   * **Task Category:** Order Status * **Task Type:** Expedite Order in Process * **Queue:** Order Status – Participant Services * **Notes:** Include detailed notes about the situation and the Divert Type you attempted to resolve. When the Expedite Button is not working, notate that in the comments.   **Note:** Regarding Prior Authorization on file, explain in the notes that there is a Prior authorization in the system and to please ship order.   * Place a [Stop See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4)  about this, as well as notes in the Expedite Order in Process task. | |

[Top of the Document](#_top)

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| Turnaround Time |

Two (2) business days for Expedite Order in Process

If order is Translation Divert, Adjudication Diverted, or Future Fill, refer to [Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c).

[Top of the Document](#_top)

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| Related Documents |

[Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)

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

[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)

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