# PeopleSafe - CVS Caremark Commercial Care - Guide to Obtaining a New Prescription (Rx) for the Member

[Obtaining a New Prescription 1](#_Toc168565659)

[Related Documents 1](#_Toc168565660)

**Description:** Provides a guide to obtaining a new Mail Order/Home Delivery prescription from the prescriber.

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| Obtaining a New Prescription |

 This guide does NOT include the full process for obtaining a new Mail Order (Home Delivery) prescription. You must refer to the complete work instruction for these processes:

* [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c)
* [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a)
* [Obtaining an Email Address and Managing Messaging Platform Requests (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471)

There are two ways to reach out to the prescriber for a new Mail Order (Home Delivery) prescription:

**(A)** Use a previous Mail Order (Home Delivery) Rx Number on the Refill Request screen; **(B)** Use the **New Rx Request** button

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| **(A) Use a previous Mail Order (Home Delivery) Rx number on the Refill Request screen**   1. Ask the member if they have the Rx number from a previous Mail Order (Home Delivery).    1. **If yes,** locate the Rx and skip to Step 5.    2. **If no,** look for an Rx Number. Proceed to Step 2. 2. Go to the **Mail** tab on the PeopleSafe Main Screen. 3. Select status **All**. 4. Look for the **Rx Number**. 5. Ensure Rx has correct MD, and **CONFIRM** the Rx details with the member. 6. Insert the **Rx Number** in the Order Placement screen and place the refill order. 7. If prescription is expired or has no refills, the prescriber’s office will be contacted for another prescription. |  | |
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| **(B) Use the New Rx Request button**  **(no previous Mail Order (Home Delivery) Rx #)**   1. Select the **New Rx Request** button and initiate the request.   **Note:** There are advantages to using the Refill Requestoption **instead of** New Rx Request whenever possible. Those include:   * Fewer steps. * Quicker process for CCR. * Less room for error. * Most likely to receive an MD response. |  | |

**When placing an order, remember to always do the following:**

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| * Urgent Ask the member or search through the Mail Order history to see if prescription has been mailed out before. * Encourage the use of text and email alerts and check the **Messaging Preferences** to make sure that the member is enrolled.        * **You must notify the member:** | |
|  | “We will reach out to your prescriber twice via fax within the next 5 business days. Faxes typically are received within 24 hours. You will receive an automated phone call if we don’t receive a response from your prescriber in 5 business days.”  “When we receive the prescription from your prescriber, it will process within 4-5 business days, and will ship from our pharmacy the next business day. We will contact you via your preferred method of communication to notify you of your order status.” |
| **Note:** An automated call is made even if the member is enrolled in email/text/secure inbox messaging preferences.   * How many days of medication does the member have on hand? Provide other options if the member is low. * Verify the prescriber’s correct phone number and fax number and perform a **Find a Prescriber** search if needed. * Verify shipping address and payment information. | |

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| Related Documents |

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