# PeopleSafe - Return Rx - Member Wants Original Rx Mailed Back

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**Description:** Process to use when a member requests that an original prescription (**Rx**) they mailed in be returned to them.

**PeopleSafe Users:** Swivel to PeopleSafe to return Rx for member.

**Compass Only Users:** Contact a supervisor to return Rx for member.

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| Reminders |

The request may be in response to a Return to Participant (**RTP**) letter or Communications Messaging Platform(**CMP**) notification that their prescription could not be filled and is available for return at the member’s request.

* If the member requests the prescription be returned before they receive the RTP letter, they will still receive the RTP letter separately from the returned prescription.
* The member can disregard the RTP letter if they have already called us to have their prescription returned.

Prescriptions faxed, phoned, or electronically provided by the prescriber (eFax, eScript) **cannot** be returned.

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| General Information |

Customer Care will use the **Return Rx** functionality in PeopleSafe to return an original prescription. The **Return Rx** button on the **Order Status** screen will be:

* Active for paper prescriptions that have never been filled by the mail service pharmacy.
* Deactivated for the following prescription types:
* Faxed, phoned, or electronic prescriptions, which cannot be returned.
* Prescriptions currently in process. These must be cancelled first by the CCR.

**** There is no **RM** (Resolution Manager) task associated with requesting the original prescription. If the Return Rx button in PeopleSafe is not available, then the prescription is ineligible to be returned. Do NOT submit any RM tasks for these requests.

If the member wants a **copy** of the prescription, refer to [Prescription Copy Request (020772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a96488fd-ccd0-4890-8456-894932ff1a8e)

When a member requests the prescription be returned, click the **Return Rx** button. An additional eligibility check will then occur.

* If the Rx is **eligible** to be returned, a confirmation pop-up will display.
* If **ineligible**, the reason will be shown in the pop-up box and the CCR will advise the member accordingly.

Member wants the original prescription returned. They do not want the medication filled through home delivery service.

**Note:** We can only return the original prescription to the patient if it has never been filled by the pharmacy.

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| How to Request a Prescription Original |

Perform the following steps should a member **request a prescription original:**

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| **Step** | **Action** | |
| **1** | Locate the prescription in question on the **Main** screen, then click the associated **Order Number** hyperlink. | |
| **2** | On the **Order Status** screen, select the prescription in question. | |
| **3** | Click the **Return Rx** button.  **Note:** If the button is disabled, the Rx is either not a paper prescription, has been filled before, or is still in process. Research and advise the member accordingly.  There is no RM task associated with requesting the original prescription. If the Return Rx button in PeopleSafe is not available, then the prescription is ineligible to be returned. Do NOT submit any RM tasks for these requests. | |
| **4** | Click **OK** on the confirmation pop-up that states, “Are you sure you want to return this prescription?” | |
| **5** | Review the pop-up messaging and advise the member accordingly. | |
| **If the message indicates…** | **Then the request…** |
| Return Rx Request Submitted | was successful. Advise the member the request has been submitted successfully and they will receive the prescription in the mail. |
| Rx is not a new prescription | cannot be completed. Advise the member that because the prescription had already been filled in the past, the original prescription cannot be returned. |
| Rx has been returned | cannot be completed. Inform the member that the prescription has already been returned. |
| Rx is part of a multi-line script | cannot be completed. Advise the member that because it was a multi-line prescription and one or more of the other medications was filled, the original prescription cannot be returned. |

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| How to Verify a Prescription was Returned |

Perform the following steps to verify that a prescription was **mailed back to the member:**

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| **Step** | **Action** | |
| **1** | Locate the prescription in question on the **Main** screen, review order status.   * If the order is cancelled, or shows reject-rtp, click on the order number hyperlink to review how the prescription order was received. | |
| **2** | On the **Order Status** screen, review the receive mode and check the **drug details** to determine if prescription is controlled or non-controlled. (Drug Detail information can be found by clicking on the name of the medication). | |
| **If the…** | **Then…** |
| Prescription was received via ‘MAIL,’ or is a CII | Review **View Activity** and **Order Level Comments** screens to determine if anyone has requested the hard copy be returned to the member. |
| Prescription is not a CII and was received via ERX, Fax or Phone | It can be restarted, **refer to:** [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) |
| Prescription was a CII or received via ‘MAIL’ but has not been requested to be sent back to the member | It can be restarted, **refer to:** [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) |
| Order is notated that the prescription was sent back to the member | Obtain a new hard copy to create an order. |
| **3** | Proceed to placing order via manual refill task if eligible and provide member TAT for order to be restarted if eligible.   * If not eligible, please advise the member that we will need a new prescription.   **Notes:**   * The only reason we would need a new prescription is if the member has requested it be returned. Members are sent a letter when hard copy orders are cancelled and are required to initiate the prescription return on their own. We do not automatically return hard copy prescriptions. Do not rely on the “metered” indicator as it is not accurate. * CII prescriptions must still be in date. Review the applicable document below to verify the prescription has not expired in accordance with the individual member’s state law:   + [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117) | |

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| Additional Scenarios |

Refer to the following scenarios and instructions **when applicable to the member’s situation:**

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| **If…** | **Then…** |
| **Prescription Unable to Be Returned** | * If the original prescription cannot be returned, we can still send a copy of the prescription if the member wishes to review it or keep it for their records. Consult with the member about why they wanted their prescription returned and offer a copy if appropriate. Refer to [Prescription Copy Request (020772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a96488fd-ccd0-4890-8456-894932ff1a8e) * If the member intended to fill the prescription at another pharmacy, offer options for obtaining a new prescription. A prescription transfer may also be possible, refer to the applicable link(s) below:   + [Rx Transfer Index (004726)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db939cc1-1f5e-44de-89df-985827477553)   + [Handling Maintenance Choice Calls (021863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3) |
| **Order in Process or Rx on Hold Until/Future Fill** | For scenarios in which an order is in process or Hold Until/Future Fill, cancel the order first. Once the **Order Status** screen is updated to show the cancelled status, use the **Return Rx** button to complete the request.  Refer to [PeopleSafe - Cancel Order, Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) |
| **Rx on Indefinite Hold, DPR Hold** | Prescriptions on Indefinite Hold or **DPR** Hold (Delayed Prescriber Response) can be returned using the **Return Rx** button. However, keep in mind that there may have been issues with the prescription. For example, a prescription placed on DPR Hold may have been incomplete or illegible, requiring clarification from the prescriber.  Refer to [Delayed Prescriber Response/Prescriber Request Holds (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44) |

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| Resolution Time |

Up to 10 business days

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| Related Documents |

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

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

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

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