# PeopleSafe - Manual Refill

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**Description:** Use when unable to fill a prescription through the Refill screen.

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| Reminders |

Refer to [FastStart Care (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for options for [obtaining a new prescription (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). If prescriber is unable to receive a fax, advise the member to have the prescriber call in the prescription directly.

When creating a task confirm with the member that either the default address on file is to be used or if an alternate address is to be used. Note this in the task.

If a member requests to upgrade order shipping, note this in the task.

 A method of payment is required for all refill manual tasks. Do not send a refill manual task for a member who is requesting to be invoiced for their refill order.

* If the member is unable to provide a method of payment, instruct the member to utilize a home delivery form and send it in along with a personal check or money order addressed to us. Refer to [Home Delivery Order Form Frequently Asked Questions and Answers and Sample (027162)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11).
* For escalated requests from members asking to be billed for a refill order, contact the Senior Team for further assistance. Refer to [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).

 Do not use when the order is in processing. Refer to [Resolution Manager RM Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c).

 **Exceptions:**

* Member has a $0 copay (verified by Test Claim), method of payment is not required. Document this in the task notes.
* Plan is Fill Bill.

**Notes:**

* If FastStart is closed, create an Order Placement (DPC) RM TASK
* PeopleSafe Code: 304 – Manual Refill – Use when we need to submit RM Task to place a refill for member.

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| Prescriptions on Reject Hold |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Verify prescription is valid with remaining refills, which have not expired, and is available to fill via test claim. |
| **2** | Manual refill is needed. Create RM Task as follows:   * **Task Category:** Order Placement * **Task Type:** Refills Request - Manual * **Queue:** Order Placement – Participant Services * **Reason Box:** “Unable to process using the Order Placement screen.”   Include the following information when the caller wants to use multiple methods of payment. Include in the notes section of the task:   * Payment method #1 (type and last four digits) * Amount to apply to payment method #1 * Payment method #2 (type and last four digits) * Amount to apply to payment method #2   **Note:** Never list out the complete credit card number or electronic banking numbers; check inside **Maintain Payment Options** to verify that the method of payment is listed inside the Member’s payment options. Verify with the member the last four digits shown and expiration date is correct. |

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| Red Flag Issues |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Click **Order Placement** screen. | |
| **If the refill is…** | **Then…** |
| In blue and has a red flag next to it | Click on the prescription number to determine why it is flagged. |
| Flagged for a non-matched NDC number or for any type of verification issues | Follow process below for [manual refill](#_Various_Work_Instructions). |
| Expired, no refills remain, or has been discontinued for any reason by member, doctor office, or Clinical. | Follow the process for FastStart. Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).  **Notes:**   * If FastStart is closed, create an Order Placement (DPC) RM TASK. Document in Task Notes that FastStart is closed. * Discontinued prescriptions cannot be reordered and needs a new prescription from the prescriber to fill. Ensure the member/physician wants the prescription discontinued and not just placed on an indefinite hold (which can be filled in the future) before pressing the discontinue button. In the case of **accidental**discontinuation, complete a [Manual Refill task](#_Various_Work_Instructions). |

Refer to [Rx Transfer: Request with Red Flag Prescriptions (041416)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb80c00e-09b3-41ee-bc9a-5cb40d4c5e2f)for more information.

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| Manual Refill Process |

 **Before creating a Manual refill:**

* Check Prescription Refill tab.
* Search by prescription number.
* Check Refill Status Button.

When creating a task confirm with the member that either the default address on file is to be used, or if an alternate address is to be used. Note this in the task.

**Create this task when:**

* System Error on refill screen. (Document in task notes that “automation not working”.)
* [Rx Transfer tool (004727)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a6af7a1-b552-4822-b26e-a01fcdafb2a7) is not successfully transferring prescription between accounts. Verify that prescription is still valid in original account and submit task in current account (must be documented in Task notes). Include prescriptions the member wants to fill at this time.
  + Run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) under the new account to verify coverage.

**Example:** Prior Authorization (PA) required, Quality vs. Time (QVT) Limits, Generic Step Therapy or the medication may not be covered under the new plan/account.

* Bill Participant button is missing.

**Note:** Verify CIF/program offerings to make sure that the client is Fill and Bill. If the CIF does not specify that the client allows Fill and Bill but the transaction history for the member does show a history of orders (Not ERX) being filled and paid by check later, then this task can be used.

* Unable to release eligible Reject Hold prescriptions.

**Example:** Prescription on [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c) but “PPT Ship Now” button is not releasing order. Eligibility is updated but prescription is not showing in refill screen.

* Prescription refill is on reject/RTP but has available refill that is not showing on the refill screen (restart order). This would include prescriptions that are phoned, faxed, or sent in electronically by the doctor, as well as paper prescriptions that have not been returned (review **View Activity** and **Order Level Comments** to determine that it has not been requested to be returned). Our pharmacy will restart the prescription.
* Red Flagged prescriptions that are still valid (not expired and have refills) but have National Drug Code ([NDC (051687)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1992cb33-0790-40c8-9bb4-857aed48c8b4)) issues or missing prescriber information.
* Valid Discontinued prescription, which was transferred from another PeopleSafe account, and is still valid and cannot be found in current account. Must be verified in original account.
* Member is unable to provide a physical address for an order requiring a cold pack or expedited shipping. Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box.
* Member asks to use multiple methods of payment when placing refill.
* Member has a $0 Copay and no method of payment on file when placing refill.
* Valid prescription discontinued in error.
* Member has a Diabetic Bundling Kit rule on their plan.
* Duplicate prescription reconciliation process due to refill request placing on indefinite hold several times.

 For all manual refill tasks, method of payment must be included in task if client is not Fill and Bill.

If member is low on medication, document this in the task notes.



**Exception:** If member has a $0 copay (verified by Test Claim), method of payment is not required. Document in the task notes.

**Note:** If FastStart is closed, create an Order Placement ([DPC (051671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=32af01d8-ae05-468c-8cc7-ff4f099a518d)) RM TASK. Document in task notes that FastStart is closed.

**When not to create this task:**

**Do Not Use:**

* For prescriptions that are expired or have no available refills. 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 options for obtaining a new prescription.
* When requesting to reduce the day supply of a prescription. This is a different task request, refer to Downsizing a Prescription inside [PeopleSafe - Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) work instruction.
* For mailed-in prescriptions that have been returned to member. Use [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).
* When order is in processing. Refer to [Resolution Manager RM Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c).
* For Red Flagged prescriptions that are expired or out of refills or “MISSING ORIGINAL REFILLS.” This means the original prescription received had no refills. Offer to initiate a new prescription request. Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).
* Task if member wants the order put on hold. Refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c).
* Task for restarting discontinued controlled (C2-C5) medication. A new prescription would be needed.
* For Retail Claims

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Confirm shipping address on **Main Screen**.   * If address is incorrect, refer to [PeopleSafe - Address, Email And Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) and [MED D - Address Changes and Out of Area (OOA) (030149)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ba6dea9-4b34-4351-b06a-ec81046f6c0f). | |
| **2** | Click the **Order Placement** tab. | |
| **3** | On the **Refill Request** screen, enter the appropriate prescription number in the **“Rx Number”** field. | |
| **4** | Click **Find** button. | |
| **If…** | **Then…** |
| Able to locate prescription and can process from this screen | Proceed as normal. Refer to [PeopleSafe - Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a). |
| Unable to order the prescription on the Order Placement screen. | A Manual Refill task is needed.   * Return to the **“Main”** screen and locate the order if there is one. * Click on the order number or prescription number if only one prescription is needed. * Create RM Task:   Submit the task under the line of eligibility for the member the prescription is written for.  **Note:** If FastStart is closed, create an Order Placement (manual refill) RM TASK.  **Task Category:** Order Placement  **Task Type:** Refill Request – Manual  **Queue:** Order Placement – Participant Services  **Reason Box:** “Unable to process using the Order Placement screen.”  **Fill & Bill** is found on the PeopleSafe Refill Summary screen if there are current refills available for the member. All others must provide a means of payment. 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) and [Balance - Mail or Make Payment (010988)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb2539c7-166b-4d62-a300-adf608e505ce).  **Note:** If member has a $0.00 copay add to notes “$0.00 copay per test claim.”  If there is no split payment issue, skip to step 5.  **Notes:**  Include the following information when the caller wants to use multiple methods of payment. Include in the notes section of the task:   * Payment method #1 (type and last four digits) * Amount to apply to payment method #1 * Payment method #2 (type and last four digits) * Amount to apply to payment method #2 * Never list out the complete credit card number or electronic banking numbers; check inside **Maintain Payment Options** to verify that the method of payment is listed inside the Member’s payment options. Verify with the member the last four digits shown and expiration date is correct as listed inside payment options.   **Reminders**:   * A task needs to be created for each member with refills. * Include all information that is needed for the manual fill in the comments section. * If manual refill task is submitted due to Diabetic Bundling Kit rule, add a note that insulin must process first and that the prescriptions must be shipped together. |
| **Note:** All situations requiring a call to the prescriber will be handled by those in processing the Prescriber Calls queue. The CCR is **not** required to make any outbound calls to the prescriber. | |
| **5** | Determine if the member has a [stop see comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) on their account.  If yes, once manual refill task has been submitted, create a temporary stop see comment including the task number or medication name. Include member has approved refill in your comment.  **Notes:**   * A stop see comment will be active for 10 days. * If the member requests a longer duration of time than 10 days, contact Senior Team for assistance. | |

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| Turn Around Time |

Up to 5 Business Days.

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| Troubleshooting |

Use as needed:

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| **If the prescription…** | **Then…** |
| Is a C2 Controlled Substance medication | Refer to [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117). If the prescription is expired, refer the member to their prescriber to obtain a new prescription. |
| Is a C3-C5 Controlled Substance medication | Refer to [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117). If the prescription is expired, type in the prescription number via the Refill screen and place order if allowed.  **Result:** Pop up displays, stating we attempt to obtain a new prescription from the prescriber.  If not allowed, refer the member to their prescriber to obtain a new prescription. |
| Is more than a year old | Type in the prescription number via the Refill screen and place order.  **Result:** Pop up displays, stating we will attempt to obtain a new prescription from the prescriber. |
| Has no refills remaining, or no quantity left | Type in the prescription number via the refill screen and place order.    **Result:** Pop up displays, stating we will send a fax to your prescriber.  **Note:** Although the messaging states “fax,” a fax or e-prescriber request will be sent to the prescriber.  Other messages that may display:   * Be0358 - this prescription is over 1 year old. A fax will be sent to the doctor for authorization. * Prescription is a controlled substance (schedule 3 -5) and has expired. A fax will be sent to the doctor for authorization. * No quantity left. A fax will be sent to the doctor for authorization. |
| Prescription has been discontinued for urgent requests | Contact Senior Team |

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| Related Documents |

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

[Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c)

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

[Customer Care Abbreviations, Definitions and Terms - P (051692)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c519df4e-f8c0-4bb2-88e1-a761524b9516)

[Customer Care Abbreviations, Definitions and Terms - Q (051695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0eefce16-243b-450d-ba8f-12a5cbc60136)

[PeopleSafe - Prescription (Rx) Refill/ Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a)(Downsizing a Prescription)

[PeopleSafe - Discontinue (Cancel or Stop) Prescription (008895)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6a069336-d84a-435d-97be-49eaccd5ab77)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/siteminderagent/forms/login_ecm_2.fcc?TYPE=33554433&REALMOID=06-000eae7f-c18f-19ea-b6b0-f8a50a5c0000&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-2TplKNUn7efi1idAW6Ee1A1U7sxaFr%2fuTjBtHplzBFavDPYEkIG%2bKwgg06LZGFGh&TARGET=-SM-HTTPS%3a%2f%2fpolicy%2ecorp%2ecvscaremark%2ecom%2fpnp%2ffaces%2fDocRenderer%3fdocumentId%3dCALL--0049)

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