# PeopleSafe - Handling Brand Requests from Members (Suppression)

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**Description:**Provides the process for handling brand medication requests. In many instances, this will include the submission of a suppression or suppression removal request.

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| Reminders |

Research the member’s plan summary to ensure they are not with a client or health plan that has a mandatory generic formulary and that they communicate the corresponding copay differences between brand and generic before submitting a suppression request. When annotations are required, it’s important to note that this can only be completed on “new” prescriptions.

**Note:** It is important to understand the differences between the clinical programs and the auto-substitutions that the system does as a part of normal prescription processing. To have a member’s order filled as brand, they must have their prescriber indicate Dispense as Written (**Example:** DAW 1, DAW 2, etc.) on the prescription they wish to have filled as brand. Request that they send a note with their order as well specifying which medication they would like processed as brand, and other specifications or preferences.

**Example:** To request a specific brand name **and** manufacturer: Include the “new” prescription filled out for the brand name, Dispensed as Written, or DAW 1 or DAW 2, and the manufacturer name.

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| Suppression Request Process |

Communicate to the member that suppression requests are reviewed and may or may not be approved. It is important that Customer Care Representatives (CCRs) do not give the impression that these requests are automatically granted.

For contact information and hours of operation for the Intervention Reversals team, refer to section “Clinical Care Services – Intervention Reversals (formerly ChangeBack Team)” in [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) as it could change during the year. Below is the current contact information:

**Clinical Care Services Intervention Changebacks**

Following confirmation, provide the number below:

**DAW/CCM/TIP** Changebacks: **1-800-224-1193**

* **Option 1:**  Prescriber Only
* **Option 2:**  Member Changebacks
* **Option 4:**  Customer Care
* **Hours of Operation:** Monday – Friday 7:00 a.m. – 6:30 p.m. CT, Saturday 7:00 a.m. – 4:30p.m. CT. If after hours or on the weekend, ask member to call back during normal business hours.

 Do not call the regular Clinical Counseling line for Changebacks.  Only the Intervention Reversals team can assist with these calls.

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| **If the member…** | **Then…** | |
| Inquires about the difference between a brand and a generic from an effectiveness/therapeutic standpoint (anything other than copay differences). | Warm transfer the caller to Intervention Reversals. | |
| Has a question about our clinical intervention programs. This would include CCM, TIP and/or DAW. | Warm transfer the caller to Intervention Reversals. | |
| Requests the brand name medication | Offer the opportunity for the member to receive additional education on brand versus generic medications. | |
| **If the member…** | **Then…** |
| Accepts the offer of education | Warm transfer the caller to Intervention Reversals.  **Note**: If member changes their mind, the Intervention Reversals team will communicate this to CCR and no further action is necessary, including no need to submit the suppression request. |
| Does not accept the offer of education and insists on receiving the brand | Contact Clinical to submit a Suppression Request Form.   * If a home delivery order is in process or will be soon (member mailed in an Rx, etcetera), refer to the sections below for additional procedures to address that order.   **Note:** Check the CIF. If the member has a mandatory generic program, educate the member on their plan design, and offer the appeals process, if appropriate.  [Refusal of Generic Substitution (004620)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=dd854b0c-3a84-484d-ba59-f7aea438e6df) |

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| Requests for Brand Medication when No Order is in Process (New Prescription) |

Use the following process when member requests brand medication on a new prescription that the Home Delivery Pharmacy has not received/scanned:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (this is to verify if there was a plan design change). | |
| **If…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get generic or go through an appeals process. |
| Does not have a mandatory generic program | Continue to step 2 in this section. |
| **2** | Inform the member about the difference in copay between the brand and the generic. | |
| **3** | Enter **High Priority Stop See** comments and create the “**Comment Conflict**” rule. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). | |
| **4** | Inform the member that we will do our best to send brand medication when we receive the prescription(s). | |

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| Requests Brand Medication when No Order is in Process (Refill Order) |

Use the following process when member requests brand medication on a refill the Home Delivery Pharmacy has not received/scanned:

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| --- | --- | --- | --- |
| **If the refill in question is designated as...** | **Then…** | | |
| “B” Both No **or** “P” Pt. No | Perform the following steps: | | |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (this is to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an appeals process. |
| Does not have a mandatory generic program | Continue to next step. |
| **2** | Inform the member that the medication is being sent as brand and communicate the corresponding copay information. | |
| **3** | Enter **High Priority Stop See** comments and create the “**Comment Conflict**” rule. Refer [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) | |
| **4** | Inform the member that we will do our best to send brand medication when we receive the refill order. | |
| “M” MD No | Perform the following steps: | | |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (this is to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an appeals process. |
| Does not have a mandatory generic program | Continue to next step. |
| **2** | Inform the member that the medication is being sent as brand and communicate the corresponding copay information. | |
| **3** | Submit a “**Courtesy Retrans**” task to change the prescription to “B” Both No, and enter a high priority comment. | |
| **4** | Enter a comment at the member level indicating that a request has been submitted.  **Result:** Participant Services (PS) executes the request for the current order. | |
| “Y” May Sub | Perform the following steps: | | |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (this is to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an appeals process. |
| Does not have a mandatory generic program | Continue to Step 2 in this section. |
| **2** | Inform the member that the medication is being sent as brand and communicate the corresponding copay information. | |
| **3** | Submit a “**Courtesy Retrans**” task to change the prescription to “P” Patient No, and add a high priority comment. | |
| **4** | Enter a comment at the member level indicating that a request has been submitted.  **Result:** Participant Services (PS) executes the request for the current order. | |

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| Requests for Brand Medication when Prescription is in “Scanned” Status |

**Note:** You can find the prescription line-item status (**Example:** Scanned) on the Order Status screen in the “Status” field.

Use the following process when member requests brand medication for a specific medication and the prescription is in “Scanned” status:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an appeals process.  If the member still wants brand, warm transfer the call to the Senior Team and ask that they create a “Cancel Order” task to have the prescription returned.  Participant Services executes the request for the current order. |
| Does not have a mandatory generic program | Continue to next step. |
| **2** | Inform the member about the difference in copay between the brand and the generic. | |
| **3** | Enter **High Priority Stop See** comments and create the “**Comment Conflict**” rule. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). | |
| **4** | Inform the member that we will do our best to change the medication to brand. | |
| **5** | Contact the Senior Team and request them to send a request (if not mandatory generic) to the PRU team and the dispensing pharmacy. | |
| **6** | Enter a comment at the member level indicating that a request has been submitted via the Senior Team. | |

**Note:** If the member requests that they do not want generics at all, see the [Requests for No Generics on Any Medication](#_Requests_for_No) section.

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| New Prescription Written “M” MD NO in Pre-Label Print Status (DW1 Line Item Reject Conflict) |

**Note:** You can find the prescription line-item status (**Example:** Adjudicated - Divert) on the Order Status screen in the “Status” field.

Perform the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an [appeals (007339)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7126d2-19b7-4743-913c-8e9dd7329c08) process.  If the member still wants brand, warm transfer the call to the Senior Team and ask that they create a “Cancel Order” task to have the prescription returned.  Participant Services executes the request for the current order. |
| Does not have a mandatory generic program | Continue to next step. |
| **2** | Inform the member about the difference in copay between the brand and the generic. | |
| **3** | Once member agrees to brand copay, place notes on the order, expedite it, and contact the Senior Team to send the information to the PRU team at the dispensing pharmacy. | |
| **4** | Inform the member that their request has been passed to a pharmacist. | |

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| Refill Prescription Written “M” MD NO in Pre-Label Print Status (DW1 Line Item Reject Conflict) |

**Note:** You can find the prescription line-item status (**Example:** Scanned) on the Order Status screen in the “Status” field.

Perform the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Run a test claim to verify if the member has a mandatory generic program (to verify if there was a plan design change). | |
| **If member…** | **Then…** |
| Has a mandatory generic program | Inform the member that they must get a generic or go through an appeals process.  If the member still wants brand, warm transfer the call to the Senior Team and ask that they create a “Cancel Order” task to have the prescription returned.  Participant Services executes the request for the current order. |
| Does not have a mandatory generic program | Continue to next step. |
| **2** | Inform the member of the difference in copay between the brand and the generic, review the View Financials screen of the test claim for any DAW or Brand cost difference that may apply. Refer to [DAW and RBP Cost Differentials.](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4c9d2243-5841-45c0-b2ec-805023c6cbcf)  (078542) | |
| **3** | Once member agrees to brand copay estimate, provide the price disclaimer, enter **High Priority Stop See** Comments, and create the “**Comment Conflict**” rule. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). | |
| **4** | Place a note on the order and expedite the order. | |
| **5** | Inform the member that their request has been passed to a pharmacist. | |

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| Other Conflicts - DAW Conflicts or DAW with Tag Along Conflicts (Non-Not in Stock Conflicts) |

For **DAW conflict** only or a DAW conflict with “tag-a-long” conflicts on the same line item (prescription), excluding Not in Stock conflicts, use the following process:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Place a note on the order and expedite the order. |
| **2** | Inform the member that the request has been sent and every effort will be made to have the medication filled as brand. |

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| Other Conflicts - Non-DAW Conflicts (Non-Not in Stock Conflicts) |

Use this process for conflicts that have formed which are not DAW conflicts and are Not in Stock. (**Example:** FRC, FRX or DPC):

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Inform member that medication is being filled for brand. |
| **2** | Inform member of copay being charged. |
| **3** | Enter **High Priority Stop See** comments and create the “**Comment Conflict**” rule. Refer to [Stop See Comments](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) (007009) |

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| Other Conflicts – Not in Stock Conflicts |

Use this process for conflicts that have formed which are Not in Stock Conflicts (with or without DAW conflict and with or without different conflicts):

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Read the notepad to verify what is being requested. |
| **2** | Inform member of the Not in Stock conflict, advise asking the prescriber.  **Example:** When a requested brand name is NIS, ask the member if they prefer to fill at a retail pharmacy that may have the brand name available, or to fill the generic if both prescriber and member agree to allow.  **Note:** Review [Compass – Member Unable to Locate Medication at Mail Order or Retail (Back Order, Shortage, Not in Stock - NIS (065451)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47f1fc7c-d771-45ae-9de3-179ac312f222) for possible available inventory at another mail order pharmacy. |
| **3** | Enter **High Priority Stop See** comments and create the “**Comment Conflict**” rule. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). |

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| Prescription Written “B” Both NO or “P” PT NO in Pre-Label Print Status – (New or Refill) |

A DAW conflict will not form. No additional action is required on conflicts if any exists.

**Note:** You can find the prescription line-item status (**Example:** Adjudicated - Divert) on the Order Status screen in the “Status” field.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Inform member that the medication will be filled for brand. |
| **2** | Inform member of copay being charged, review the order, confirm shipping address and payment method on file to be authorized. |

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| New Prescription Written “Y” May Sub in Pre-Label Print Status |

**Note:** You can find the prescription line item status (**Example:** Adjudicated - Divert) on the Order Status screen in the “Status” field.

Determine which scenario the prescription falls in, and then follow the step-by-step process:

|  |  |
| --- | --- |
| **If...** | **Then...** |
| There is any conflict associated with the prescription (non-ready label status) | 1. Place a note on the order and expedite the order. 2. Inform the member that we will do our best to change the medication to brand. 3. Place a stop see High Priority comment indicating brand only at the patient level. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). |
| The prescription is in Ready Label status (regardless of conflicts) | 1. Place a stop see High Priority note at the patient level. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). 2. Inform the member we will do our best to change the medication to brand. |

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| Refill Prescription Written “Y” May Sub in Pre-Label Print Status |

**Note:** You can find the prescription line-item status (**Example:** Adjudicated - Divert) on the Order Status screen in the “Status” field.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Communicate to member that due to the status of the order, we cannot guarantee that it will be caught in time. Future refills/fills for the medication will be dispensed as brand. |
| **2** | Cancel the order and create a “**Courtesy Retrans**”task for the Participant Services Team to change the medication to brand name. |
| **3** | Place a High Priority stop see at the patient level with request for brand only. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). |

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| New or Refill Prescription in Label Print Status (May Sub Field Indicator of “M” MD NO, “P” PT NO, or “B” BOTH NO) |

**Note:** You can find the prescription line-item status (**Example:** Label Print) can be found on the Order Status screen in the “Status” field.

If the prescription in question has a May Sub field indicator of “M” MD NO, “P” PT NO, or “B” BOTH NO, use the following process:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Inform the member that the medication is being sent as brand.  **Note:** Once an order reaches Label Print status, it has entered the fulfillment process and typically ships within 2 days. |
| **2** | Place a High Priority stop see on the account at the patient level with request for brand only. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). |

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| New or Refill Prescription in Label Print Status (May Sub Field Indicator of “Y”) |

**Note:** You can find the prescription line-item status (**Example:** Label Print) on the Order Status screen in the “Status” field.

If the prescription in question has a May Sub field indicator of “Y”, use the following process:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Communicate to member that due to the status of the order, we cannot guarantee that it will be caught in time. Future refills/fills for the medication will be dispensed as brand.  **Note:** Once an order reaches Label Print status, it has entered the fulfillment process and typically ships within 2 days. |
| **2** | Cancel the order and create a “**Courtesy Retrans**”task for the PS Team to change the medication to brand name. |
| **3** | Place a High Priority stop see on the patient level with request for brand only. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4). |

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| New or Refill Prescription in Shipped Status |

**Note:** You can find the prescription line-item status (**Example:** Shipped) on the Order Status screen in the “Status” field. Shipped status will also be displayed on the Main screen.

If the prescription is in shipped status, see [Suppression Request Process](#_Various_Work_Instructions) section and follow the step below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Warm transfer the member to the Intervention Reversals team. |

**Note:** The Intervention Reversals Team will gather more information about the member’s medication and advise the member. The information gathered from the member will determine how the Intervention Reversals team will resolve the issue and process the suppression request.

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| Requests for No Generics on Any Medication |

Requests of this sort are called **Broad Spectrum Suppressions**. If a request of this type is encountered with an order in process, follow the instructions given previously from the appropriate section and take the additional steps given below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Warm transfer the member to the Intervention Reversals team. |

**Note:** The Intervention Reversals Team will gather more information about the member’s request for broad spectrum suppression. The information gathered from the member will determine how the suppression table is set up for the member.

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| Removal of an Existing Suppression |

Use the following process if a member requests a drug specific or **Broad Spectrum Suppression** be removed:

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| **Step** | **Action** |
| **1** | Contact the Senior Team and request them to send an email to remove the suppression to: [clinicalsuppressionPPT@caremark.com](mailto:clinicalsuppressionPPT@caremark.com). |
| **2** | Enter a comment at the member level indicating that suppression request has been submitted via the Senior Team. |
| **3** | Communicate to member that there may be a lag time in processing the suppression removal request. |

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| CCR to Member Talk Tracks |

Use the suggested verbiage below to communicate the potential for suppression denials on brand requests:

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| **Scenario** | **Suggested Talk Track** |
| Current Request -  Order is in Process | Thank you for your request. We will process your request for your current order. I will be happy to make your request to have your future orders processed as brand only. We will do our best to make sure this is done for you.  It is important to note that if the prescriber of your medications indicates that substitution (or generic) is allowed on any new prescription, we will also need a note from you in our order requesting that a brand name medication be dispensed.  Thank you for calling and have a great day. |
| Future Request –  Order not yet in Process | I will be happy to make your request to have your future orders processed as brand only. We will do our best to make sure this is done for you.  It is important to note that if the prescriber of your medications indicates that substitution (or generic) is allowed on any new prescription, we will also need a note from you in our order requesting that a brand name medication be dispensed. If you have sent in your prescription without a note and it is written as substitution allowed, I will add that note to the system for this order. We will make every attempt to fill your prescription as you have requested.  Thank you for calling and have a great day. |

**Note:** For orders that have been processed and denied, or for all other questions regarding suppressions, contact the **Clinical Counseling team at 1-800-224-1193** - Option 2. If a prescriber or doctor’s representative calls Customer Care concerning a prescription that has been placed on hold for a DAW conflict, confirm details [When to Transfer Calls to Physician Contact (Formerly Doctor Calls) (Formerly Doctor Calls) (050185)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1994e33c-bf5d-40a7-a3a2-606fe811f938).

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| Related Documents |

[Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421)

[Branded Generics (059091)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e4b59eca-33ba-4e5c-bb8f-e54669906f71)

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

**Parent SOPs:**

[Authenticating Callers (CALL-0011)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

[MBO-0077 Procedure for Handling Suppression Request from Members, Prescribers, and Other Sources](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=MBO-0077)

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