# PeopleSafe - Regional Order Creation Centers (ROCC)

[Frequently Asked Questions and Answers](#_Toc119933736)

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**Description:** Regional Order Creation Centers (ROCC) Questions and Answers.

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| Frequently Asked Questions and Answers |

All incoming mail and its contents will be processed and stored in the strategically located Regional Order Creation Center (ROCC).

Use as needed:

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| **#** | **Question/Statement** | **Answer** |
| **1** | **What address do I send my order to?** | You should send your order to the address that is pre-printed on your order form. |
| **2** | **Why is the return address on my home delivery order form different from the pharmacy I normally send my order to?** | To serve you better, <name of PBM> has established regional home delivery processing centers in an effort to improve the turnaround time for your home delivery orders. As a result of this enhanced service, you may notice a different mailing address on the form for your next order. Please do not change the mailing address printed on your form. Utilizing this printed address will ensure the most efficient processing of your order. |
| **3** | **I sent my order to another address. Will my order be processed?** | Yes, for your convenience your order will be processed at the pharmacy listed on your label, the regional home delivery processing center, or any <PBM Name> home delivery pharmacy. |
| **4** | **I have no form with a pre-printed address. Where should I send my order?** | You can send your order to <ROCC address displayed in PeopleSafe on the member’s account>. |
| **5** | **I do not have an order form; can I place my order with you?** | Yes, I can place your order today. There are other options, too that you can place order online on the <name of web portal>, or if you are mailing in new prescriptions then I can provide you with the correct address to mail them to. Provide your complete name, address, phone number, date of birth, and ID Number to ensure the order is created properly. |
| **6** | **Can I download the correct home delivery form from your website?** | Yes, please go to <name of web portal>. When you print an order form from the website it will contain a pre-printed address where you can send the order. |
| **7** | **PeopleSafe displays the conflict “ADV – C2 HARD COPY REQUESTED IN PHARMACY”.** | Advise the member that the prescription is “In Process” and reinforce our standard turn-around time.    **Internal use only:**  The dispensing Mail Order pharmacy must have the physical C2 (II) prescription in hand before dispensing. When a C2 is received at a ROCC, the order will be scanned into the system and then the prescription is shipped overnight to the appropriate Mail Order facility. This conflict means this process is underway. Do not alarm the member or tell them that we are waiting for a prescription. |

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| Related Documents |

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

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