# PeopleSafe - Order Reships

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**Description:** Instructions regarding mail service reships and returns and includes the various reasons an order or a prescription may need to be reshipped.

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| High Level Process | |
| 1. [**Obtain**](#ObtainNameNumberMeds) **the name/number of the medication(s) in the order not received.** 2. [**Determine**](#DetermineifMemberreceivedorder) **if the member received the order.**  * If the member did not receive the order, proceed to Step 3.   + If Rxs are in a status of “Discontinued/Internal Transfer Outbound (D/C)”, refer to [Discontinued/Internal Transfer Outbound Process](#_Discontinued/Internal_Transfer_Outb). * If the member received the order, proceed to the appropriate process section to address any issues:   + [LIT Partial Reships: 14-Day Interim and 76-Day Balance Supplies](#_LIT_Partial_Reships:)   + [Damaged Order](#_Damaged_Order)   + [Defective Products](#_Defective_Products)   + [Prescription Quantity Shorted](#_Prescription_Quantity_Shortened)   + [Missing Prescription in Order](#_Missing_Prescription_in)   + [Medication Shipped to Incorrect Person](#_Medication_Shipped_to)   The High-Level Process should only be used for Lost in Transit from this point, refer to the appropriate section if not a Lost in Transit reship. | **There is a special process for Controlled Substance reships.** After a Controlled Substance reship is submitted, the pharmacy will research to determine if the reship is appropriate and reaches out to the prescriber for verification. Refer to section [Controlled Substance Reships](#_Controlled_Substance_Reships) and the “RCS – RESHIP CONTROLLED SUBSTANCES” queue.  **Note:** To CANCEL a reship request, refer to section [Canceling a Reship Automation Request](#_Canceling_a_Reship).  **For ALL Reships:** If the client is Med D SilverScript (X9110) or a Third Party/External Adjudicated Client, DO NOT create a Reship order. For Med D SilverScript (X9110) open an [RM Task in PeopleSafe (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c). Third Party/Externally Adjudicated Client calls are always handled by their Dedicated Teams and are warm transferred.  **Ensuring** continuous therapy of plan-covered medication is a PBMs highest priority. For all medication related calls, you must confirm the current days’ supply on hand. If the member is **at risk** of running out of the medication, review options in [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) and take appropriate steps. |
| 1. [**Verify**](#VerifyShippingAdress) **shipping address used for order.**  * If correct address, review the order tracking hyperlink and notify member of the status.   **Note:** When clicking on the tracking link in the Mail tab, the screen shown will be a pop up in PeopleSafe and will no longer be taken to the USPS website.   * Proceed only if correct address and tracking number shows not yet delivered. If it shows delivered, but member says it was not, refer to step 3. * If wrong address, proceed to step 4 in [Order Lost in Transit](#_Order_Lost_in) process. | |
| 1. [**Determine**](#DetermineTimePassed) **the amount of time that has passed since the order was shipped.**  * 10 calendar days or less from the following day after the ship date (DAY 1) - Reship denied. Encourage member to sign up for email and/or text message tracking alerts via [UPS.com](https://www.ups.com/us/en/Home.page) or [USPS.com](https://tools.usps.com/go/TrackConfirmAction_input?_gl=1*1re6ly*_ga*MTI1OTIxOTExNi4xNjU5MDEyMDA5*_ga_3NXP3C8S9V*MTY1OTAxMjAwOC4xLjEuMTY1OTAxMjI5OC4w) (verify package carrier through PeopleSafe). * 11-30 calendar days from the following day after the ship date (DAY 1) - Proceed to step 6 in the [Order Lost in Transit](#_Order_Lost_in) process. * 31+ days – refer to reasons to determine max days the reship is allowed.   **Exception:** If order was shipped to the wrong address due to Caremark error, member does not have to wait 10 days. Move to the next step in the [Order Lost in Transit](#_Order_Lost_in) process. | |
| 1. [**Verify**](#OrderLITStep6) **the days’ supply of medication the member has on hand.**  * Five days or less offer Alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). * 6 days or more, proceed to step 7 in the [Order Lost in Transit](#_Order_Lost_in) process. | |
| 1. [**Read**](#ReadCommentsAttached) **any comments attached to the order.**  * If order is in Redirect Process, inform the member that we are trying to deliver the package and their shipping address needs to be verified. Enter correct address in comments and contact the Senior Team or a Supervisor to have an email sent to San Antonio Participant Services (SAT PT SVCS) with the address information (use SAT PT SVCS regardless of dispensing pharmacy). Inform delivery will be within 2 business days once info received by UPS. * If no comments found, proceed to step 8 in the [Order Lost in Transit](#_Order_Lost_in) process. | |
| 1. [**Identify**](#IdentifyControlledSubstances) **if there are Controlled Substances in the order and advise the member you are submitting a request to the pharmacy to research and reship the order.**  * Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). | |
| 1. **[Select](#SelectReshipTypeSubType) the Reship Type and Reship Sub Type for all prescriptions in the order and** [**enter**](#EnterDaysSupply) **the days’ supply the member has on hand for each medication.**   **Note:** The only reason to deselect a prescription from a reship request is if the prescriber has advised the member to discontinue use of a particular prescription. | |
| 1. [**Determine**](#DetermineNumberofRefillsRemaining) **the number of refills remaining on the medication(s) and advise the member that the prescriber may be called if a refill is needed.** 2. [**Confirm**](#ConfirmAddressEnterPhoneNumber) **reship address,** [**enter**](#ConfirmAddressEnterPhoneNumber) **a one-time phone number, then** [**determine**](#CallbackRequest) **if they need a callback and submit the Reship task.**     * Inform the member the standard ship time is two business days, unless the prescriber needs to be contacted which could cause a delay. There are [three letters](#_Reship_Letters_for) a member may receive related to their Lost in Transit order reshipment. | |

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| Reminders |

** Ensuring** continuous therapy of plan-covered medication is a PBMs highest priority. For all medication related calls, you must confirm the current days’ supply on hand. If the member is **at risk** of running out of the medication, review options in [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) and take appropriate steps.

**Notes:**

* Review the CIF for the member’s plan information to see if there are any restrictions/processes on reships.
* For questions of who may request a reship, or cancel a reship request, refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).
* The window of availability for Reships is usually within 30 days of original shipping for Lost In Transit, and up to 90 days for missing or incorrect medications. Refer to each scenario for details. Refer to [Mixed Medication / Incorrect Medication Dispensed (004736)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=dc100915-2373-4acb-bde4-e540d4fcb26f).

In call notes, include the **Activity Code 405** to indicate Order Reshipment. Refer to [Log Activity and Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78).

 If member lives in Hawaii (dispensing pharmacy HIP client) DO NOT create any reships, refer to [Scenario Guide](#_Scenario_Guide).

**Reship Invoices and CMP Alerts:** When Reship orders are shipped, they adjudicate for the full cost of the medication. Then a voucher/credit is applied to offset the cost to the member.

* The invoice sent with the order and CMP email notifications will reflect the full cost of the medication and can be alarming to members.
* The CCR can view the voucher/credit in the **Transaction History** screen and confirm the member will not be charged for that amount if they call in and question the amount. In PeopleSafe, the credit will show as a Reship Compensation Certificate.

**** **For ALL Reships:** If the client is Med D SilverScript (X9110) or a Third Party/External Adjudicated Client, DO NOT create a Reship order. For Med D SilverScript (X9110) open an [Resolution Manager (RM) Task Types and Uses in PeopleSafe (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c). Third Party/Externally Adjudicated Client calls are always handled by their Dedicated Teams and are warm transferred.

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| Order Lost in Transit (LIT) |

This applies to orders that have shipped but have not yet been delivered.

Perform the steps below to assist members when their orders have been mailed out but not yet received:

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| **Step** | **Action** | | | |
| **1** | Obtain the name of the medication(s) and the number of medications included in the order then identify which order and/or medications have not been received.  [Return to HLP](#HighLevelProcess) | | | |
| **2** | Determine if the member received the order.   * If the member **did not** receive the order, proceed to Step 3.   + If Rxs are in a status of “Discontinued/Internal Transfer Outbound (D/C)”, refer to [Discontinued/Internal Transfer Outbound Process](#_Discontinued/Internal_Transfer_Outb). * If the member did receive the order, proceed to the appropriate section:   + [Damaged Order](#_Damaged_Order)   + [Defective Products](#_Defective_Products)   + [Prescription Quantity Shorted](#_Prescription_Quantity_Shortened)   + [Missing Prescription in Order](#_Missing_Prescription_in)   + [Medication Shipped to Incorrect Person](#_Medication_Shipped_to)   [Return to HLP](#HighLevelProcess) | | | |
| **3** | Verify the shipping address used for that order.  **Note:** When clicking on the tracking link in the Mail tab, the screen shown will be a pop up in PeopleSafe and will no longer be taken to the USPS website. | | | |
| **If order was shipped to…** | **Then...** | | |
| Correct address | 1. Check order tracking and notify member of the status. 2. Select the tracking number for the corresponding order on the Main screen.   Check matching tracking number with other recent orders to see if prescription was consolidated with another order. Refer to [PeopleSafe - Ship Consolidation (Same Day Shipments) (006792)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9dc405c3-d562-4165-b1d1-d1a7c31cd595).  A screenshot of a computer  AI-generated content may be incorrect.   * Navigate to the appropriate website for the shipping carrier shown, then enter the tracking information directly on their website:   + United States Postal Service (USPS): [www.USPS.com](http://www.USPS.com)   + United Parcel Service (UPS): <https://www.ups.com/us/en/Home.page>   + Federal Express (FedEx): <https://www.fedex.com/en-us/home.html> | | |
| **If tracking indicates...** | **Then...** | |
| Confirmed delivery  For Controlled Substances- Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships).  **Note:** CCR must obtain permission from the caller before processing reship | Our records show that your order was delivered to your address on <date> by <mail carrier name>. The package was left <on porch, etcetera.>. | |
| **If member…** | **Then…** |
| States they did not receive the package | 1. Ask probing questions to determine if another person (spouse, child, etcetera.) may have brought in the package, or if the package was delivered, but not yet found (for instance they checked the mailbox, not the porch). 2. Create a Reship [RM Task](#_Reship_RM_Task).   **Note:** The order Must be within 30 calendar days from the original date the order was shipped. Refer to Step 5 for time frame.   1. Confirm days’ supply on hand. If less than five days’ supply, offer alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af).   **Note:** Automated Reship process will not work if Tracking indicates Delivered. |
| Package was not delivered | Proceed to [Step 5](#OrderLITStep5). | |
| Wrong address | Proceed to [Step 4](#OrderLITStep4).  [Return to HLP](#HighLevelProcess) | | |
| **4** | For incorrect addresses, determine who made the error.  **Notes:**   * It is the member’s responsibility to keep Mail Order updated with any address changes. * Access PeopleSafe Main screen, select appropriate member from member drop down and check **Delivery System Method** to view how the order was placed to help determine if this was a member or CVS Caremark error.   **Example:**  Mail Order-Mail, Mail Order-Web, Mail Order-IVR, Mail Order-CSR, Mail Order ERX, etcetera.   * In some cases an order is split by our pharmacy to accommodate different refill dates (see [Split Order (023998)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2ddb72dd-54d6-45e9-ba7a-a72a729b39a8)). If the order was placed on Caremark.com for an alternate address, the split order will default to the MOR address on file. In this case the error is ours. | | | |
| **If error was made by…** | **Then…** | | |
| Member | a. Reship is denied.  b. If allowed by plan, submit task for Early Refill at Mail Order. Refer to [PeopleSafe - Plan Benefit Overrides (PBO) CCR (024671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e).  **Note:** Ensure the correct PBO is used for the specific situation and clear concise notes are entered in the override task.  c. If Override not allowed by plan, or member has 5 days’ supply or less of medication, offer alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). | | |
| Our PBM | Proceed to [step 5](#OrderLITStep5). | | |
| **5** | Determine the amount of time that has passed since the order was shipped. Use the decision matrix below to determine the appropriate action. | | | |
| **Time Period** | **Action to Take** | | |
| 10 calendar days or less  **Note:** Time starts the next day after the date the order was shipped (Day 1). | Reship is denied.  **Exception:** If order was shipped to wrong address, and the error was ours, the reship can be processed. Proceed to [Step 6](#OrderLITStep6).  **Note:** If the member is out of medication or wants to escalate this issue, offer alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). | | |
| 11 – 30 calendar days  **Note:** Time starts the next day after the date the order was shipped (Day 1). | Proceed to [Step 6](#OrderLITStep6).  **Note:** If the member states that they would like a credit in lieu of a reshipment transfer to senior for review. Do not proactively ask if they want a credit. | | |
| 31 calendar days  **Note:** Time starts the next day after the date the order was shipped (Day 1). | Reship is denied.  Any controlled medication with confirmed delivery to correct address cannot be reshipped (Senior Team cannot override).  If member is low or out of medication, offer alternatives [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af).  If member never received their order, contact the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) to determine if reship is possible after 31 days. This may require contacting the Account Manager.  [Return to HLP](#HighLevelProcess) | | |
| **6** | Verify the days’ supply of medication the member has on hand. | | | |
| **If the supply is…** | **Then…** | | |
| Five days’ supply or less | Offer alternatives, refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af), and then proceed to next step. | | |
| 6 days’ supply or more | Proceed to next step.  [Return to HLP](#HighLevelProcess) | | |
| **7** | Select the **Order Number** to display the **Order Status** Screen. | | | |
| **8** | Read any comments attached to the order to verify that it is not in the redirect process. Comments for orders can be found using the Order level comment button.  **Example:**   * Redirect – Do Not Create LIT R/S * Order # is in redirect process from carrier.   + Need correct shipping address   Do not create LIT Reship. | | | |
| **If…** | **Then…** | | |
| Order is in the redirect process | 1. Inform the member that we are trying to deliver the package and their shipping address needs to be verified. 2. Enter the correct address in comments referencing the order number and contact the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or a Supervisor to have an email sent to San Antonio Participant Services (SAT PT SVCS) with the address information (use SAT PT SVCS regardless of dispensing pharmacy). 3. Inform the member the package will be delivered in two business days once UPS (usually the next business day) receives the information. | | |
| No comments are found that indicate a LIT reship should not be conducted | Proceed to the next step.  [Return to HLP](#HighLevelProcess) | | |
| **9** | Select the **Reship** button from the Order Status screen.  **Reminder:** If the client is Med D SilverScript (X9110) or a Third Party/External Adjudicated Client (identified by High Priority Comment), DO NOT create a reship order. For Med D SilverScript (X9110), open an [RM Task in PeopleSafe (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c). [Third Party/Externally Adjudicated Client (021138)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9ecbb165-160a-44c2-9acc-eee5c417edb0) calls are always handled by their Dedicated Teams and calls are to be warm transferred. | | | |
| **10** | Identify if there are Controlled Substances in the order.  **Notes:** Medications are identified as follows on the Reship screen:   * C2 medications are listed in bolded RED. * C3 – C5 medications are listed in GREEN. * Non – Controlled Medications are listed in BLUE. | | | |
| **If the order…** | **Then…** | | |
| Contains one or more Controlled Substances (C2-C5) | 1. Advise the member you are submitting a request to the pharmacy to research and reship the order. Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). 2. Proceed to next step. | | |
| Does NOT contain any Controlled Substances | Advise the member you are submitting a request to the pharmacy to research and reship the order then proceed to next step.  [Return to HLP](#HighLevelProcess) | | |
| **11** | Select the **Reship Type** and **Reship Sub Type** for all prescriptions in the order by selecting all the check boxes to address all prescriptions.  **Notes:**   * If the address is incorrect, obtain from the member or the Power of Attorney and update online. If anyone else is making this request, advise them to have the member call to update the address. * If prescriber has advised member to discontinue use of a particular prescription, de-select (removes check mark) the line item to prevent the prescription from being contained within the LIT reshipment.   **Note:** This is the ONLY reason to deselect a prescription from reship request.  [Return to HLP](#HighLevelProcess) | | | |
| **12** | Complete the following fields on the **Reship** screen:   * **Drug:** Select the drug(s) which the member is missing. * **Reship Type:** Select “LIT” from the drop-down menu. * **Reship Sub-Type:** Select “Correct / Wrong Address” from the **drop-down menu**. * **Days’ Supply:** Amount member currently has on hand. | | | |
| **13** | Enter the Days’ Supply of medication the member has on hand for each prescription.  **Note:** Once the Days’ Supply on Hand is entered and the Enter key is pressed, the Delivery method at the bottom of the screen changes according to pre-established rules.  [Return to HLP](#HighLevelProcess) | | | |
| **14** | Determine number of refills remaining on the medication(s) and advise the member that the prescriber may be called if a refill is needed.  **Notes:**   * If prescriber contact is needed, the Turnaround time will NOT start until we receive the response back from the prescriber. * Attempts are made to contact prescriber for 2 business days. If no contact is made, or no response is received back from prescriber, the request will be cancelled. * The account is notated at the order level. However, if there are additional medications in the order, the remaining order will process.   [Return to HLP](#HighLevelProcess) | | | |
| **15** | Advise the member:  To quickly replace your order, we will utilize your next refill. A few weeks after we send the replacement, you will receive a letter asking you to confirm if you ever received the original order. If the original order is not received by the date indicated on that letter, please sign, and return the letter to have your refill restored and copay credited. If you receive both orders, please keep both orders. You will be charged the co-pay(s) for both and there will be one less refill on file. Refer to [Reship Letters for Lost In Transit](#_Reship_Letters_for).  **Notes:**   * If there are no refills remaining under this Rx number, check to see if another Rx number for the same medication is on file with refills available. * Confirm all drug details are identical for the medication with fills on file (Member name, drug name, type, dosage, days’ supply, quantity).   + If they are identical, confirm with member/POA that it is okay to use the new Rx # for the reship.   + If yes, send a Lost in Transit [RM Task](#_Reship_RM_Task) and note: LIT account with no refills from RX#<> but does have new Rx#<> and it is okay to use for reship per <member/POA name>.   + If no, confirm with the member the medication that needs reshipped is the current correct prescription the member is to take per their prescriber, then follow normal reship process. The member’s prescriber will need to be contacted for a new prescription; TAT will start once the new prescription is received.   + If no, and the member no longer takes the medication as prescribed when the original shipment was sent, assist the member with getting their new prescription.   **Reminder:** Check the CIF, look for appropriate options, such as a dosage change override.   * The reship invoice NO LONGER lists the total price of the medication. If the member does call regarding an unexpected copay on their reship order, check the account balance page. The total cost of the medication is “charged” to the member, then immediately a credit for that total is added so the member owes nothing. This is for tax recording purposes. | | | |
| **16** | Confirm the address the Reship should be sent to, then enter a one-time phone number at the bottom of the Ship to Details section of the screen.  If using a PO Box address, ask the member to provide a physical address. This eliminates the need for Participant Services to contact the member to obtain a physical address for the reship order. We use UPS for reships and UPS will not deliver any orders to a P.O. Box. The member must provide a physical address.  **Notes/Reminders:**   * If the Reship button displays an error message to **enter valid phone #,** continue to step 17. * Remember, if a third party is calling, we cannot proactively give account information to the caller, they must tell us first, then we may confirm. * Remember, ONLY the member or POA (Power of Attorney) can make account level changes, such as updating the address/phone number. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).   [Return to HLP](#HighLevelProcess) | | | |
| **17** | Determine if plan member requests a callback. Refer to [Participant (Member) Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf). | | | |
| **If…** | **Then…** | | |
| Yes, and member is signed up for MP alerts | Advise member that they will receive automated call when order has shipped. | | |
| Yes, and member does not want to sign up for MP alerts | 1. Select **Save** and Create Callback. 2. On the Callback screen, view the following fields are auto populated:  * Contact name * Phone number (from the original task, Reship screen or Main screen) * Reship Type * Reship Sub Type * Order Number  1. Confirm the Contact name and Phone number. 2. Select the best time to call. 3. In the **Notes** field, include “Per member request.” 4. Reason for the callback, click **OK**. | | |
| Does NOT request a callback | Select **Save and Close**.  [Return to HLP](#HighLevelProcess) | | |
| **18** | Select **OK** on the verification dialog box to verify the Reship Automation request.  **Result:** Upon selecting Save and Create Callback button, box displays with task ID.  **Note:** Verifying the request automatically generates the Reship Letter to be sent to the member. Once this letter is generated and sent out, view the correspondence information on the Communication History screen.  Ifthe reship request via automation fails, submit the [RM Task](#_Reship_RM_Task) and enter clear notes that request via automation failed. | | | |
| **19** | * Select **Save and Close**. * Click refresh button. | | | |
| **20** | Be prepared to explain the processing timeline to the member:   * Our Standard process involves a 2-business day processing time, plus shipping, which varies based on the days’ supply on hand. **Example:** For supplies with 5 days or less, we prioritize urgent next-day shipping, while those exceeding 5 days are shipped via 2-day air. * It's important to note that the initiation of the Lost in Transit (LIT) process has a 2-day Turnaround Time (TAT). Participant Services will complete the task within this period, sending the request to mail for processing and shipping a new order. The processing itself takes approximately one (1) day post RM task completion, and then the product is shipped, accounting for a couple more days, though expedited processes may be considered. * Considering these steps, the total time from your conversation with the member to delivery is a minimum of 4-5 days. Please be mindful of this timeline and ensure the right method is chosen to replace lost medication before the member is in danger of running out.   **Notes:**   * UPS does not deliver on the weekends. If the member will not have enough medication, offer alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). * UPS does not deliver to PO Boxes, see [Step 16](#OrderLIT16). * If the member is out of refills, or the system prompts the prescriber must contacted for another reason, notify the member to contact their doctor and advise that we will be reaching out to them, so that the prescriber’s office can respond quickly. | | | |

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| LIT Partial Reships: 14-Day Interim and 76-Day Balance Supplies |

Lost-in-transit reshipments have additional requirements beyond those of other reshipment types:

* There must be an active prescription with refills.
* The plan must authorize the override for the LIT reshipment.

The LIT 14-day supply LIT reship interim and balance reship is required by some clients, but it can also be used to reduce the risk of members going off therapy. The 14-day (interim) supply is intended to be followed with the remaining supply once the reshipment requirements are met and if the original order does not deliver. This process may be initiated by Participant Services or requested by Care through the Lost-In-Transit task.

Below are three scenarios that CCRs may get calls for regarding these Interim and Balance supply LIT Reshipments:

* **Scenario 1:**  A lost-in-transit reshipment is needed, but the member is likely to run out of medication before it can be processed. There is either no reshipment in progress, or there are delays with one already in progress. Care should submit a Lost-In-Transit task indicating the supply on hand and asking the pharmacy to send a 14-day supply if the full order cannot be shipped in time to reach the member. Care should not promise specific outcome. The task allows Care to communicate extra details to Participant Services and may prompt a resolution that automation would not such as using an Rx already on file for the replacement order.
* **Scenario 2:**  The member may not understand why a 14-day supply is being shipped or was received. Care will need to explain to the member that the 14-day interim supply was sent to ensure the member did not run out, and that the balance will ship once the pharmacy is able to fill the balance. Care should not imply that the lost order is under investigation.
* **Scenario 3:**  The member received a 14-day supply and needs the balance of the order. Follow the below instructions if the pharmacy shipped a 14-day supply as a partial reship, but the member has not received the original order or the balance of the reshipment.

 If order is a 14-day supply Controlled Substance, refer to [Controlled Substance Reships](#_Controlled_Substance_Reships) section.

**Note:** Check the CIF when performing a reship. If the plan only allows for a 14-day supply when the first reship is done, advise the member they will need to call to release the remainder of the medication.

Perform the following steps to request the remainder of the order be shipped to the member:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Review the **Main** screen for the order in question.   * If the order was a reship but only a 14-day supply was shipped, and the member has not received the original order:   1. Enter an Order Lost in Transit [RM Task](#_Reship_RM_Task) from the original order number.   2. Include the following in notes: Member received a 14-day supply re-ship and has not received the original lost order. Please ship the remainder of reship. | |
| **2** | Ask the member if they would like a call back. | |
| **If…** | **Then…** |
| Yes, and member is signed up for MP alerts | Advise member that they will receive automated call when order has shipped. |
| Yes, and member does not want to sign up for MP alerts | Create a [Callback task](#CallbackRequest). |
| No | Close the call using the appropriate verbiage. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). |
| **Note:** If the member receives the original order after receiving the 14-day supply, the member will not be charged for the 14-day supply reship. The member will:   * Keep both the original order and the 14-day reship. * Receive a 76-day supply of the medication for their next refill instead of a full 90-day supply. | |

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| Discontinued/Internal Transfer Outbound Process |

Before initiating any Reship, check the Rxs in question to ensure none have been “Discontinued/Internal Transfer Outbound” which indicates the client is moving or terming at the end of the year.

If Rxs are in a status of “Discontinued/Internal Transfer Outbound (D/C),” perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Open a Reship task.   * **Task Category:** Order Status * **Task Type:** Missing Rx in Order * **Task Queue:** Reship * **Notes:** Discontinued/Internal Transfer Outbound |

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| Damaged Order |

Mail order was received but the contents are damaged, broken, or spilled, regardless of if the package is intact or appears to have been tampered with or damaged. Packaging that was crushed or torn, but with intact, undamaged contents, do not count as a Damaged Order.

Reships are available within 90 days from day after the ship date. Mail Tags for returning the damaged medication will be sent with the Reship order when appropriate.

**Notes:**

* If prescriptions/medication bottles are **missing** because of a damaged or opened package, do not complete a damaged order reship. Proceed to [Missing Prescription In Order](#_Missing_Prescription_in). If the package has damaged medications as well as missing ones, proceed with either Damaged or Missing process at CCR’s discretion. Be sure to clearly indicate the issue in your call notes.
* Defective medications are a different scenario than damaged. See [Defective Products](#_Defective_Products) below.
* Damaged order reships will not require a refill or use one of the member’s existing refills.

Perform the following steps:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step** | **Action** | | | |
| **1** | From the **Main** screen, select the order number containing the prescription number for the medication in question.  **Result:** Order Status screen displays. | | | |
| **2** | Ask member to describe the damage. | | | |
| **If member is calling about…** | | **Then…** | |
| Crushed tablet / capsule or a broken bottle | | Continue to next step. | |
| Any issue regarding:   * Temperature   **Example:** Insulin too hot / cold.   * Medication is thought to be defective (refer to [Defective Products](#_Defective_Products))   **Example:** Inhaler is not working.   * Medication is questionable   **Example:** Package appears to be intact, but a leak may have occurred (powder, sticky substance inside broken/missing seal, etcetera) . | | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).  **Reminders:**   * Ensure Clinical Care Services are within their Hours of Operation. * Medicare D members should continue to be warm transferred. * Check any client specific process, if applicable.   For **after hours**, determine if the member has medication on hand: | |
| **If the member…** | **Then…** |
| Has medication on hand from a previous order | Advise the member to call back during [Clinical Care Service’s (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) hours of operation to speak to a [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Does not have any medication from a previous order and needs to verify the stability of the current order | Refer to [Clinical Counseling Pharmacist After Hours Process (025502)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11046d79-1420-4e0e-b312-affdbc9efa9a). |
| **3** | Verify number of days’ supply member has on hand. | | | |
| **If member has…** | | **Then…** | |
| Enough on hand | | Proceed to next step. | |
| Less than five days’ supply on hand | | Refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57) or alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). | |
| **4** | Advise member that a request will be made to reship the prescription and obtain a phone number from the member. | | | |
| **5** | 1. Identify if there are Controlled Substances in the order. 2. Click the **Reship** button to determine this.    * C2 medications are listed in bolded RED.    * C3–C5 medications are listed in GREEN.    * Non–Controlled Medications are listed in BLUE. | | | |
| **If the order…** | | **Then…** | |
| Contains one or more Controlled Substances (C2-C5) | | 1. Advise the member you are submitting a request to the pharmacy to research and reship the order. Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). 2. Proceed to next step. | |
| Does NOT contain any Controlled Substances | | Advise the member you are submitting a request to the pharmacy to research and reship the order and proceed to next step. | |
| **6** | Determine if the request is being made within 30 days of the day after the ship date. | | | |
| **If...** | | **Then...** | |
| Within 30 days of shipping date | | Proceed to next step. | |
| Over 30 days after shipping date but within 90 days | | Create [RM Task](#_Reship_RM_Task). | |
| **7** | Complete the fields on the **Reship** screen as follows:   * **Drug:** Select the appropriate drug(s) which the member reports as damaged * **Reship Type:** Select “Damaged” from the drop-down menu. * **Reship Sub-Type:** Select from thedrop-down menu. * **Days’ Supply:** Amount member currently has on hand   If the member is using a PO Box address, ask the member to provide a physical address. This eliminates the need for Participant Services to contact the member to obtain a physical address for the reship order. | | | |
| **8** | 1. Type the **Quantity** the member received that was damaged.   **Note:** If the damaged prescription is dispensed in packages, the amount entered needs to be in the appropriate number of packages verses number of units. This does not apply to tablets or capsules.  **Result:** Based on the sub-type selected the system automatically checks the “Able to Return” box.   1. Advise member they will receive a mail tag envelope and to send the damaged medication back to us. Do not destroy the damaged medication. | | | |
| **9** | Confirm the address the Reship should be sent to, then enter a one-time phone number at the bottom of the Ship to Details section of the screen.  **Note:** If you receive the following error message: "Please enter a one-time phone number,” instead:   * Submit the appropriate Order Status RM Task to resolve your reship request then send a task to the dispensing pharmacy. * Create the task from the Verify Order screen so that the queue is automatically defaulted to the dispensing pharmacy.   **Reminders:**   * If a third party is calling, we cannot proactively give account information to the caller, they must tell us first, then we may confirm. * ONLY the member or POA (Power of Attorney) can make account level changes, such as updating the address/phone number. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). | | | |
| **10** | Select **Save and Close**.  A computer screen with a message  AI-generated content may be incorrect. | | | |
| **11** | Select **OK**.  **Result:** PeopleSafe returns to Order Statusscreen. | | | |
| **12** | Offer the member a callback once the request has been processed. | | | |
| **If member…** | **Then…** | | |
| Accepts | Follow the procedure for [Participant Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf). | | |
| Declines | Advise them that they can call us 24 hours a day, 7 days a week to check the status. | | |
| **13** | Inform the member the reship turnaround time is up to three business days (shipped Priority Mail or higher), unless the prescriber needs to be contacted which could cause a delay. | | | |

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| Defective Products |

Call received from a member who states there may be a potential manufacturer’s defect with one or more of the products received from us. Request is only honored if within 90 days from day after the ship date.

**Notes:** For manufacture recalls refer to [Medication Recall and Replacement (020095)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=707dbcfd-76e8-4ba4-84cd-5fd01169fa97).

Perform the following steps to handle a call regarding a “Defective Product”:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Locate prescription in question on the . Determine the reason the Member feels the product is defective, such as:   * Adhesive on patches is not sticking. * Inhalers are sticking, and/or no medication is coming out.   **Reminder:** Before moving to the next step, verify that there is no other assistance within your capacity that the caller may need. Ensure that you have the medication name and prescription number and description of defect in medication.  **Note:** If tablets or capsules are crushed or broken, refer to [Damaged Order](#_Damaged_Order). | |
| **2** | [Warm Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad" \t "_top) and introduce the call to the Clinical Representative providing complete details of the incident and the above information.  **Inform the Clinical Representative if member has taken the medication.** | |
|  | **If after hours and if the member…** | **Then…** |
|  | Has medication on hand from a previous order | Advise the member to call back during Clinical Care Service’s hours of operation to speak to a [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
|  | Does not have any medication from a previous order and the member needs to administer a dose | Refer to [Clinical Counseling Pharmacist After Hours Process (025502)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11046d79-1420-4e0e-b312-affdbc9efa9a). |

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| Prescription Quantity Shortened |

A plan member reports they received a partial prescription.

**Example:** Member was expecting 90 pills and instead got 80.

 The member must notify us within 90 days of the shipping date (shipping date is counted as day 1).

**Notes:**

* Shorted quantity reships will not require a refill or use one of the member’s existing refills.
* If the prescription was sent as a 30 day supply and the member was expecting 90 days, this may fall under the [Bulk Up (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735) process. “Shorted quantity” refers to bottles/packages with fewer than the expected number of medications. If the medication is missing entirely, proceed to [Missing Prescription In Order.](#_Missing_Prescription_in)
* A shorted quantity is when the amount received was less than was prescribed. If the member expected 90 tablets, but the Dr. sent a prescription for 30 tablets, for example, this is not a shorted quantity.
* If a member received a Bridge Supply previously and 80 DS was received in the mail, this is not a shorted quantity, refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57).

Perform the following steps:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Action** | | | | | |
| **1** | From the Main Screen, click on the order number to access the Order Status Screen.  **Note:**  An informational Popup Message may display. If so, click **OK** to clear the message. | | | | | |
| **2** | Determine if order was damaged: | | | | | |
| **If…** | | **Then…** | | | |
| Yes | | Refer to [Damaged Order](#_Damaged_Order). | | | |
| No | | Proceed to next step. | | | |
| **3** | Ask plan member to explain the shortage.  **Examples:** Quantity or entire prescription, name of drug in question. | | | | | |
| **If…** | | **Then…** | | | |
| Member states quantity shortage | | View prescription details screen to determine what quantity was dispensed. | | | |
| **If…** | | **Then…** | |
| Matches the quantity that the member indicated | | Check the plan detail to determine if quantity exceeded plan limitations. | |
| **If…** | **Then…** |
| No | Confirm with [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)the quantity dispensed is what the prescriber authorized and proceed to next step. |
| Yes | Educate the member on the plan limitations. |
| Does not match the quantity the member indicated | | Proceed to next step. | |
| Member indicates entire prescription is missing | | Review the content of the order shipped to determine if a fill was placed for it. Refer to [Missing Prescription in Order](#_Missing_Prescription_in). | | | |
| Prescription was ordered and not processed | | Apologize for the inconvenience and ask how much medication the member has remaining.   * Five days or more supply left, place the refill order. * Less than five days’ supply on hand, refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). * Prescription shows filled, proceed to next step. | | | |
| **4** | Advise member that a request will be made to reship the prescription. | | | | | |
| **5** | Identify if there are Controlled Substances in the order. Click the **Reship** button to determine this.  **Note:** If the medication is a Controlled Substance, the prescriber will be contacted for approval prior to reshipping.   * C2 medications are listed in bolded RED. * C3 – C5 medications are listed in GREEN. * Non – Controlled Medications are listed in BLUE. | | | | | |
| **If the order…** | | | **Then…** | | |
| Contains one or more Controlled Substances (C2-C5) | | | 1. Advise the member you are submitting a request to the pharmacy to research and reship the order. Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). 2. Proceed to next step. | | |
| Does NOT contain any Controlled Substances | | | Advise the member you are submitting a request to the pharmacy to research and reship the order then proceed to next step. | | |
| **6** | Determine if the request is being made within 30 days of the day after the ship date. | | | | | |
| **If...** | | | **Then...** | | |
| Within 30 days of shipping date | | | Proceed to next step. | | |
| Over 30 days after shipping date but within 90 days | | | Create [RM Task](#_Reship_RM_Task). | | |
| **7** | From the Order Status screen, select the appropriate Rx which the member has indicated is short and click the **Reship** button. | | | | | |
| **8** | Complete the fields on the **Reship** screen as follows:   * **Drug:** Select the drug(s) which the member is short. * **Reship Type:** Select “Short/Missing” from the drop-down menu. * **Reship Sub-Type:** Select from the **drop-down menu**. * **Days’ Supply:** Amount member currently has on hand. | | | | | |
| **9** | Type the member’s day’s supply. | | | | | |
| **10** | Type the amount the member received.  **Note:** If the missing or short prescription is dispensed in packages, the amount entered needs to be the appropriate number of packages verses the number of units.  **Icon - Important Information** This does not apply to tablets or capsules. | | | | | |
| **11** | Confirm address, then enter a one-time phone number.  If the member is using a PO Box address, ask the member to provide a physical address. This eliminates the need for Participant Services to contact the member to obtain a physical address for the reship order.  **Note:** If the Reship button displays an error message to please enter valid phone #, create an Order Status task for "Rx Quantity Shorted" and place in the notes the error message.  **Reminders:**   * If a third party is calling, we cannot proactively give account information to the caller, they must tell us first, then we may confirm. * ONLY the member or POA (Power of Attorney) can make account level changes, such as updating the address/phone number. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). | | | | | |
| **12** | Click **Save and Close**.  **Result:** Order Status screen displays | | | | | |
| **13** | Offer the member a callback once the request has been processed. | | | | | |
| **If member says…** | **Then…** | | | | |
| Yes, and member is signed up for MP alerts | Advise member that they will receive automated call when order has shipped. | | | | |
| Yes, and member does not want to sign up for MP alerts | Select **Save** and **Create Callback**. | | | | |
| Does NOT request a callback | Select **Save and Close**. | | | | |
| Reshipment Rules for Days’ Supply on hand:   * Five Days or less – Urgent Next day shipping * 6-10 days – 2-day shipping * 11-15 days – 1st class shipping * 16+ days – Best Method shipping   **Note:** If there is more than one prescription being reshipped, the delivery method will be determined by the drug with the least amount of Days’ Supply on Hand. Turnaround time for processing is up to 2 business days.    For Controlled Substances- Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). | | | | | |

**Reminder:** If the LOT Number field is required, it is enabled on the Reship Screen. Obtain the LOT number (alpha numeric 6-9 digits near manufacturer expiration date) from the member to continue.

A close-up of a purple package

AI-generated content may be incorrect.

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| Missing Prescription in Order |

A Plan member calls to report that the shipment was received but is missing a requested medication/refill. This can be due either to a packing error on our part, or if the package was tampered with/opened before being received by the Member.

 The member must notify us within 90 days of the shipping date (shipping date is counted as day one).

Perform the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Obtain the name of the medication(s) missing from the order. | |
| **2** | Ask probing questions to ensure this is a missing medication in the order, and not another concern. Upon confirmation, proceed to next step.  I can definitely assist with this.   * If the entire order was not received, refer to [Order Lost in Transit](#_Order_Lost_in). * If prescriptions/medication packaging was received, but the medication is damaged, refer to [Damaged Order](#_Damaged_Order). * If prescription/medication packaging was received, but the medication has only some of that prescription missing, refer to [Prescription Quantity Shorted](#_Prescription_Quantity_Shortened). * If the package has damaged medications as well as missing ones, proceed with either Damaged or Missing process at CCR’s discretion. Be sure to clearly indicate the issue in your call notes.   **Note:** Based on the answers to your probing questions, ensure your notes are entered accurately, such as “Packaged received damaged/open,” or “Package received intact, however medication missing.” | |
| **Examples of Probing Questions** | **Possible Issue** |
| Can you check the package one last time just to make sure we haven’t overlooked the medication? | * Often the member overlooks the medication in the package **OR** packing material.   **Note:** Shipping Department is now using plastic air packs. Sometimes the medications are under the air packs and the member does not see the medications. The air pack may not be clear. |
| Did your order arrive in a box or an envelope? | * Some medications are always packed in boxes and if the order was not in a box, we can give feedback to the shipper.   + If the order is large and arrived in an envelope, then it’s likely the medication is missing since it may not possibly all fit in an envelope.   + Did the envelope (we do not use boxes in Autofill) have a good seal on it? |
| Was the package opened or damaged in any way? | The order was damaged, opened, or otherwise tampered with in transit and Medications are missing.  **Note:**  USPS has been known to forward loose bottles found in the mail. |
| Cold Pack  Did you check inside the pouch for the medication? | * If receiving a cold pack for the first time from our PBM, the member may not know to look inside the pouch. They may mistake this for the cold pack itself.   Refer to [Cold Pack Packages (068152)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b8115d-45ff-4172-9bc4-f3e0a26bde02) for a description of the packaging materials. |
| How many bottles are missing?  **Note:** If the order was filled with multiple vials from A-Frame or Optifill. | **Notes:**  Ask this question to determine how many bottles the member should have received from the detail found in PeopleSafe.  May turn out to be a [Prescription Quantity Shorted](#_Prescription_Quantity_Shortened) instead of Missing Rx.   * + The order may have required more than one Optifill Vial to fill the Rx.   + If order was packed out by Maverick, the Shipper ID in the Verify Order screen would be 9999.   You may receive a second package later today or tomorrow with the missing medication. |
| Did the package arrive sealed but empty? | Package arrived unopened and undamaged, but no medication was included. Paperwork may or may not be present. |
| **3** | Access the **Main** Screen and click on the order number for the medication in question. | |
| **4** | Verify number of prescriptions plan member received in order and compare with the prescriptions in Order field on Verify Order Screen.   * + If all prescriptions are missing in the order and the package has not been damaged or tampered with enter a Reship task with notes describing the situation.   **Example:** Package arrived with the paperwork in it, but no medication. The package does not appear to be tampered with or to have been opened.  **Note:** Even if ordered at the same time as other prescriptions, the medication may have shipped separately, ensure any prescriptions the member believes are missing have not been shipped separately. | |
| **5** | Confirm amount of medication the plan member has on hand.   * If less than 5 Days’ Supply on hand, offer alternatives. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). | |
| **6** | Identify if there are Controlled Substances in the order. Click the **Reship** button to determine this:   * C2 medications are listed in bolded RED. * C3 – C5 medications are listed in GREEN. * Non – Controlled Medications are listed in BLUE. | |
| **If the order…** | **Then…** |
| Contains one or more Controlled Substances (C2-C5) | 1. Advise the member you are submitting a request to the pharmacy to research and reship the order. Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships). 2. Proceed to next step. |
| Does NOT contain any Controlled Substances | Advise the member you are submitting a request to the pharmacy to research and reship the order then proceed to next step. |
| **7** | Determine if the request is being made within 30 days of the day after the ship date. | |
| **If...** | **Then...** |
| Within 30 days of shipping date | Proceed to next step. |
| Over 30 days after shipping date but within 90 days | Create [RM Task](#_Reship_RM_Task). |
| **8** | Select the appropriate prescription which the member has indicated is missing. | |
| **9** | Complete the following fields on the **Reship** screen as follows:   * **Drug:** Select the drug(s) which the member is missing. * **Reship Type:** Select “Short/Missing” from the drop-down menu. * **Reship Sub-Type:** Select from the **drop-down menu**. * **Days’ Supply:** Amount member currently has on hand. | |
| **10** | Type in the member’s days’ supply and the amount that the member received.  **Note:** If the missing or short prescription is dispensed in packages (**Example:**  Boxes of insulin pens), the amount entered needs to be the appropriate number of packages verses the number of units. This does not apply to tablets or capsules. | |
| **11** | Confirm the address and type a one-time phone number and select the **Save and Close** button.  If the member is using a PO Box address, ask the member to provide a physical address. This eliminates the need for Participant Services to contact the member to obtain a physical address for the reship order.  **Reminders:**   * Remember, if a third party is calling, we cannot proactively give account information to the caller, they must tell us first, then we may confirm. Remember, ONLY the member or POA (Power of Attorney) can make account level changes, such as updating the address/phone number. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). | |
| **12** | Offer the member a callback once the request has been processed. | |
| **If Plan member…** | **Then select the button…** |
| Is signed up for Messaging Platform (MP) alerts | Advise member that they will receive automated call when order has shipped. |
| Does not want to sign up for MP alerts | Select **Save** and **Create Callback**. |
| Does NOT request a callback | Select **Save and Close**. |
| **13** | Inform the member the order will be reshipped within two business days. | |

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| Medication Shipped to Incorrect Person |

Caller reports they received another plan member’s medication.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Apologize to the member, and [Warm Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) them to [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). When processing the Reship, Clinical Care will fill out [HIPAA Radar form (027852)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1). |

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| Canceling a Reship Automation Request |

 Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and [HIPAA Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to ensure the caller is able to cancel an order.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the PeopleSafe **Main Screen** select the appropriate Reship Request which the member wants to cancel and click on the Order Number.  **Result:** Order Status screen displays. |
| **2** | Select **Cancel Order**.  **Result:** A pop-up message displays requesting verification: “Are you sure you want to cancel the order?”  If the system does not allow the order to be canceled (order has been metered, packed, or shipped), advise the member:  The order will be shipped shortly. We are unable to make any changes at this time.  Add an order level comment that the attempt to cancel the reship was unsuccessful. |
| **3** | Select **OK**.  A screenshot of a computer error  AI-generated content may be incorrect.  **Result:** Screen refreshes and the word “Canceled” displays next to the Order Status. |
| **4** | Select **Close** located at the bottom of the screen.  **Result:** PeopleSafe returns to the PeopleSafe Main Screen. |
| **5** | Add an order level comment that the reship was canceled. |

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| Controlled Substance Reships |

When a reship is submitted using the Reship button, the system automatically routes any Controlled Substances to the **RCS – RESHIP CONTROLLED SUBSTANCES** queue for handling.

 Inform the member that a Controlled Substance Reship team member will be reaching out to them regarding the next steps.

 **Do not take additional steps, as in contacting the prescriber for a new prescription.**

* Pharmacy staff researches the request to determine if a reship is appropriate and reaches out to the prescriber for verification.
  + **For Damaged Rx’s:** Do **not** destroy the medication. The Reship Team will be in contact on how they will be picking up the damaged medication.
  + **For LITs with confirmed deliveries:** A police report is required. The Reship Team will be in contact with the member on how to file the report.
  + **Shorted medication:** The pharmacy staff will be researching the control logs and will be in touch with the member on a reship or possible credit.
    - If the necessary information is not received immediately (**Example:**  Left message for prescriber), the prescription will be placed into the Future Fill queue.
* Prescription can be in future fill for up to 7 days.
  + If no response is received by the 7th day, the order returns to the new RCS reship queue and be RTP’d to the member with communication that the reship could not be processed.

**Note:** If order is controlled medication and tracking shows in “Pre-Shipment” or “In Transit” status, send an RM Task to reship 14-day supply.

A black rectangle with an orange arrow pointing to a green square

AI-generated content may be incorrect.

**Pre-Shipment Status**

A screen shot of a computer

AI-generated content may be incorrect.

**In Transit Status**

A screenshot of a computer

AI-generated content may be incorrect.

**Order Status screen showing the RCS conflict.**

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| Reship Letters for Lost in Transit |

There are three letters a member may receive related to their Lost in Transit order reshipment. Reship letters used to be printed on blue paper but are now printed on white paper.

1. [Reship Letter #1 Enclosed with Reship Order (004756)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7116802a-c242-4a63-b40d-624c3e8553ca)

This letter is sent with the reship order, informing the member that the replacement order is enclosed. It is for information purposes only.

2. [Reship Letter #2 Sign and Return if Original Order Not Received (059675)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcfdaa9f-492e-4ba8-beb4-b4fa123641c9)

This is a follow-up letter that is sent a few weeks after the reship order. It includes instructions for the member to sign and return the letter by the specified date if they have NOT received the original order. If signed and returned, the member will be credited the copay and the refill used will be restored. If the original order WAS received, no further action is required. The member will be charged the copay for both shipments.

**Notes:**

* If the member never returns the Reship Letter, this indicates to Caremark that they did indeed receive the original order and the Reship. In this case, they will be charged the applicable copay for both orders.
* Member may disregard letters if the order was received. Only return signed letters for orders not received.
* CCRs can confirm that the Reship letter was received by Caremark by checking the Order Level Comments on the Reship order.
* The member may also receive an automated call reminding them to sign and return the reship letter if the original order was not received. If a member asks about the automated call, and they have not received the letter, educate them that they will receive another letter in about one month. If they have not received the original order by then, they can sign and return that letter.

 Do not tell members they will receive a blue reship letter, as this will cause confusion.

3. [Reship Letter #3 Charged Copay for Replacement Order (025560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8287a7be-5263-4961-bad6-5575d3b24f8b)

This is a follow-up letter that is sent if member did NOT sign and return the second letter. This letter informs the member that they have been charged the copay for the replacement order.

** Note:** The Charge will appear on the account approximately 60 days after the original order was shipped. Refer to the table below:

|  |  |
| --- | --- |
| **If the member…** | **Then…** |
| Receives the third letter informing them of the copay charge, but the member states they never received the second letter OR they already signed and returned it | Member will send a letter to the San Antonio pharmacy.  Attn: Participant Services.  <PBM Name> San Antonio pharmacy  PO Box 659456  San Antonio, TX 78265    Have the member to include the following:  Member ID  Member Name  Original Order number  Statement that the original order was never received  Member signature and date  Return address for the reship letter to be sent to (Member’s address) |
| Indicates they didn't receive any of the letters and has now been charged |

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| Reship RM Task |

Verify that a task for the same issue has not been previously created by clicking on the View Activity tab in PeopleSafe (top left). If a task was previously submitted, click on the hyperlink of the previous task and then the detail and status displays.

If no task has been created yet, navigate to the RM task tab in PeopleSafe and select the following to create a Reship RM Task:

* + **Task Category:** Order Status
  + **Task Type:** Order Lost in Transit / Damaged Order /RxQuantity Shorted / Missing Rx in Order **(Choose Appropriate type)**
  + **Queue:** Reships – Participant Services

Ensure you enter clear notes appropriate to the situation.

**Turn Around Time:** Up to two business days.

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| Scenario Guide |

For less common scenarios, follow the steps outlined below:

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Action** | |
| Member has no more refills under this Rx number, but another Rx number for the same medication has fills on file. | Confirm all drug details are identical for the medication with fills on file (Member name, drug name, type, dosage, days’ supply, quantity).  If they are identical, confirm with member/POA that it is okay to use the new Rx # for the reship.   * If yes, send a [Reship RM Task](#_Reship_RM_Task) and note: LIT account with no refills from RX#<> but does have new Rx#<> and it is okay to use for reship per <member/POA name>. * If no, confirm with the member the medication that needs reshipped is the current correct prescription the member is to take per their prescriber, then follow normal reship process per correct reship reason above. The member’s prescriber will need to be contacted for a new prescription; TAT will start once the new prescription is received. * If no, and the member no longer takes the medication as prescribed when the original shipment was sent, assist the member with getting their new prescription. (Check the CIF, look for appropriate options, such as a dosage change override.) | |
| Attempting to follow automated Reship process and there is an error | Send the appropriate (based on Reship type- LIT, damaged, shorted, missing Rx, etcetera) [RM Task](#_Reship_RM_Task). Ensure clear notes are left, including task being sent due to automation error. | |
| Member lives in Hawaii and needs a Reship | Do NOT create a reship. Email HIPCCSOFFLINE ([rs6038@CVSHealth.com](mailto:rs6038@CVSHealth.com)) and include:   * Member ID * Order number * Prescription number * Drug name and strength * Verified shipping address * Member call back number * Turnaround time: Two (2) business days | |
| How do I calculate the days since the order was shipped? | Use the Date Calculation function on the Windows Calculator to ensure Reship days are counted correctly. Choose “Add or subtract days,” enter the Ship Date Day 1 in the “From” field and select the appropriate number of days from the drop-down menu. | |
| The tracking information shows the medication was returned to sender | Refer to [PeopleSafe - Returned Orders (056995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3308f7c3-4bbf-4334-a7ba-0c747b89b17b). | |
| Delayed 10 days or more and shipping status/tracking shows “**Pre-Shipment**” or “**In Transit**” | **If…** | **Then…** |
| Order is a controlled medication | Send an RM Task to reship 14-day supply. Refer to [Controlled Substance Reships](#_Controlled_Substance_Reships)section. |
| Member’s account is termed, and member is calling for reshipment | Send a Lost in Transit (LIT) Reship [RM Task](#_Reship_RM_Task) and add a note to RM Task: “LIT reship, account termed.” |
| Bridge Supply Order | Reship with Lost in Transit (LIT) [RM Task](#_Reship_RM_Task). Do NOT use automation. |
| In House Delayed | Send Expedite Order in Process task to release and ship. |
| All other medications (not including specialty) | Continue to [Step 6](#OrderLITStep6) in Order Lost in Transit section.  Do not email Participant Services for research, status check, or updates. |
| All other scenarios where member is calling due to order delays in USPS and status shows “Pre-Shipment” | Send a Lost in Transit (LIT) Reship [RM Task](#_Reship_RM_Task) and add a note to RM Task: “LIT with no refills RM Task.” |

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| Related Documents |

[PeopleSafe - Returned Orders (056995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3308f7c3-4bbf-4334-a7ba-0c747b89b17b)

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

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

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

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