# PeopleSafe - High Dollar Cold Pack Medication Process

[Process](#_Toc204010274)

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** Description:** Used when a cold packed order **exceeds $30,000.00** and is routed to the Member Services Team to call member to ensure someone will be available to receive the package because a signature will be required.

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| Process |

If the member is not available, a message is left advising them to call a toll-free number for shipping to release the order. Because the member might contact Customer Care, take the following steps.

**Notes:**

* For calls regarding order processing for copays higher than the client’s high copay limit (not related to cold packs), refer to [[High Dollar Copay Orders and Cardholder Limits (086469)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc3693f3-fefe-4bb5-8720-4e51e940a0f7)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc3693f3-fefe-4bb5-8720-4e51e940a0f7).
* Stop See and High Priority Comments will not bypass delivery confirmation. Participant Services needs this delivery information for each order.
* **Orders over the $30,000 threshold: The pharmacy calls to set up delivery.**
* Refer to [PeopleSafe – Shipping Guidelines, Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) for shipping schedules.

 Questions regarding disposal of cold pack materials should be directed to clinical Services.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Review comments for high dollar/cold pack orders to identify the reason for the call.  **Note:** Detailed comments are placed at the member level or at appropriate member level with instructions (if any) to the Customer Care Representative.  **Example:** High dollar/cold call 1st attempt, left voicemail; need to confirm shipment date requiring signature for reference #XXXXXX. Please have member return call to 1-866-665-6742 and leave a voicemail with name, shipping date and shipping address.   * If you determine that the member is calling about a High Dollar/Cold Pack order: Warm transfer call to the dedicated line: **1-866-665-6742**. Refer to [[Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) for proper introduction and release of caller. |
| **2** | Add a comment at the Member and Order level to indicate the call has been transferred.  **Example:** Member returned call regarding high dollar/cold pack order. Call transferred to dedicated line. |

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| Log Activity |

[PeopleSafe - Log Activity (042891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=08023401-0eee-4e2b-97fe-f0bc7c5aa2f0)

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| Resolution Time |

Pharmacy designates as agreed upon by member.

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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)

**Parent Documents:** [CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) and [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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