# PeopleSafe - Shipping Guidelines, Fees and Order Tracking

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**Description:** Guidelines to determine the company Home Delivery standards, tracking information, and costs associated with expedited shipping orders.

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| Reminders |

**Notes:**

* Shipping fees/options below are added to the cost of the medications in the order. This [table](#_Various_Work_Instructions) provides options where you can provide the member with estimated shipping times; however, the prescription order still goes through the additional standard processing times.
* Review detailed information below for each shipping method.
* For orders not received yet and not showing on Main Screen, refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4).
* Our pharmacy is open 365 days a year; however, orders may not be picked up from our facilities on Sundays or Federal holidays.
* The last shipping time for cold packs is Thursday at 4:00 p.m. at the filling pharmacy.  Remaining cold packs will be shipped Monday morning.
* Mail Order prescriptions (including controlled substances) should **never** be sent to a retail pharmacy for pick up. If a member requests to have a mail-order prescription mailed to their local pharmacy, this is not permitted and the prescription must be sent directly to the member.

The cut off time will depend on the pharmacy dispensing the order. The cut off time for orders are:



* Monday through Friday
* Chicago Pharmacy:  6:30 p.m. Central
* Wilkes Barre Pharmacy:  4:00 p.m. Central
* Hawaii Pharmacy: 4:30 p.m. HST
* Saturday
* Chicago Pharmacy:  1:30 p.m. Central
* Wilkes Barre Pharmacy:  12:30 p.m. Central
* Hawaii Pharmacy: Closed Saturday/Sunday

**Note:**Orders filled Sunday will not be picked up by the carrier until Monday.

Icon - Important Information Shipments are **not** normally set up for Saturday delivery; however, this may occur on rare occasions.

The PBM ships prescriptions to addresses in the:

* **United States**
* **U.S. Territories and Possessions** (including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, US Virgin Islands, and Wake Atoll) and U.S. Freely Associated States (including Marshall Islands, Micronesia, and Palau).

**Notes:**

* Cold packs **can** be shipped to Puerto Rico and US Virgin Islands and must be shipped via USPS Priority Express (Express).
* Orders with cold packs shipped on Monday through Wednesday will be sent with 2-day shipping.
* Orders shipped on Thursday will be shipped Next Day Air.
* Guam can be shipped cold packs as well. Prescriptions will be routed through Hawaii Mail Pharmacy for fulfillment and shipping to Guam patients.
* Hawaii Pharmacy (HIP) cold packs are shipped Monday through Thursday.
* Cold packs **cannot** be shipped to remaining listed US Territories and Possessions.
* **Canada**
* **APO, FPO, or DPO** (APO: Army/Air Force Post Office, FPO: Fleet Post Office (Navy), DPO: Diplomatic Post Office)

**With the following exceptions:**

* **Canada:** A manual task will need to be done. Refer to [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee).
* **Germany does not allow** prescription medications to be shipped to APO/FPO addresses within Germany (as of 01/01/2013).
* Prescriptions that are classified as controlled substances (CII, CIII, CIV, and CV) by DEA may **NOT** be shipped into Canada.
* Controlled substances will be shipped by a traceable method. CIIs require the member's signature. Schedule III to V controlled substances will not require a signature but will have confirmation from the shipping carrier that the package was delivered.
* Cold Pack prescriptions may **NOT** be shipped into Canada or APO/FPO/DPO.
* The PBMshould use the price of the line item on the Verify Order screen for each medication when completing the appropriate international shipping forms.
* When a member selects a P.O. Box address, if the order requires a cold pack or expedited shipping (at member’s request or according to our internal criteria), the member is asked to provide a physical address for the order. If the member is unable to provide a physical address, complete a Manual Refill Task. Include in the notes section of the task that the member is aware that the cold pack will be sent to a P.O. Box.

 Expedited and overnight shipping are not available in Puerto Rico (PR). USPS is the only shipper used in PR.

**Note:** Refer to [International Shipping](#_Alternatives) for shipping orders outside the U.S.

**UPS and USPS are our exclusive package delivery services.** UPS for urgent next business day, 2nd business day and ground shipping is utilized. For standard shipping, USPS services, and SurePost (UPS) are used.

With **SurePost**,packages are picked up, sorted, and spend most of their transit time with the primary carrier (UPS) and are then delivered to the local United States Postal Service who provides final delivery.

* UPS provides door-to-door tracking from [UPS.com](http://www.ups.com/WebTracking/track?loc=en_US), even after the package has been given to the USPS for final delivery. Both UPS shipping services provide USPS delivery confirmation which is also available from UPS.com.

**Note:** There are a small percentage of SurePost packages that may be delivered by UPS and not handed off to USPS for final delivery.

**USPS EXP Parcel:** The Wilkes Barre (WBP) and Chicago (CHI) automated Home Delivery/Mail Order pharmacies are now sorting some non-expedited packages less than 1 pound (based on zip code) for direct processing by the USPS. Once sorted, these packages will be picked up by the USPS and transported to their facility, where they will be processed and transported for final delivery to our patients in the next day and second day. These packages will be entirely handled within the USPS network from end to end.

 FedEx shipping is not an option. Do **not** offer this as a delivery service option to the member.

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| Cold Pack Shipping |

** When Shipping of Cold Chain Orders is Left as “Best Method”:**

For cold chain orders processed between Monday and Wednesday by 3 PM (local time of the dispensing pharmacy: WB in EST, CHI in Central), the package is expected to ship with a 2-day delivery service. If the order is processed after 3 PM on Wednesday, it will be shipped on Thursday with next-day ground or air delivery. Orders processed after 3 PM on Thursday will be shipped on Friday for next-day Saturday delivery, if UPS Saturday delivery is available in the recipient's zip code. If Saturday delivery is not available in the recipient’s zip code, the expectation should be a Monday pick up. In some instances, it may be picked up Saturday for a Monday delivery, but this is based on the volume of orders to be filled at the dispensing pharmacy. **Always set the expectation for the latest possible delivery date and validate that the member will have enough medication until that date.** Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) as necessary. If the member requests to change the shipping method from a 2-day delivery period to next day, there will be a $23.00 charge. If the member requests a deviation from the standard cold chain delivery schedule, contact the senior team to explore available options for expediting.

Refer to the table below:

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| **Day/Time of Week Order is Processed** | **Shipping Method** | **Expected Delivery** | **Notes** |
| Monday (before 3 PM) | 2-Day Delivery | Wednesday | 2-day delivery service |
| Monday (after 3 PM) | 2-Day Delivery | Thursday | 2-day delivery service |
| Tuesday (before 3 PM) | 2-Day Delivery | Thursday | 2-day delivery service |
| Tuesday (after 3 PM) | 2-Day Delivery | Friday | 2-day delivery service |
| Wednesday (before 3 PM) | 2-Day Delivery | Friday | 2-day delivery service |
| Wednesday (after 3 PM) | Next-Day Ground or Air | Friday | Next-day delivery for orders after 3 PM |
| Thursday (before 3 PM) | Next-Day Ground or Air | Friday | Next-day delivery |
| Thursday (after 3 PM) | Next-Day Ground or Air (Sat Delivery, if available) | Saturday (if available) or Monday | Next-day delivery if Sat delivery is available |
| Friday (before 3 PM) | Next-Day Ground or Air (Sat Delivery, if available) | Saturday (if available) or Monday | Next-day delivery if Sat delivery is available |
| Friday (after 3 PM) | Next-Day Ground or Air | Monday |  |
| Saturday | Processed Monday | Wednesday |  |
| Sunday | Processed Monday | Wednesday |  |

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| Home Delivery Shipping Fees |

* New Rx Orders require up to five (5) business days processing before shipping.
* Refill Orders, including Order Reships, require up two (2) business days processing before shipping.

 Delivery times are not guaranteed.

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| **Type of Shipping** | **Price** | **Expected Turnaround Times** |
| Cold Pack | No cost, and automatic for every prescription order that requires cold packaging. | When placing order, leave on the default “Best Method.” Shipment is updated to 1-or-2-day ship method that will satisfy requirements of the order, which includes maintaining the temperature integrity of the medication.  **Notes:**   * Cold packs **can** be shipped to Puerto Rico and US Virgin Islands and must be shipped via USPS Priority Express (Express). * Orders with cold packs shipped on Monday through Wednesday will be sent with 2-day shipping. * Orders shipped on Thursday will be shipped Next Day Air. * Guam can be shipped cold packs as well. Prescriptions will be routed through Hawaii Mail Pharmacy for fulfillment and shipping to Guam patients. * Hawaii Pharmacy (HIP) cold packs are shipped Monday through Thursday. * Cold packs **cannot** be shipped to remaining listed US Territories and Possessions. |
| Next Day | $23.00 | Delivered the next business day **after** order has processed. |
| Second Day | $17.00 | Delivered two business days **after** order has processed. |
| Standard (USPS and UPS Ground) | No cost | When quoting a turnaround time for this method, be sure to make clear that it is an estimated time for delivery but is subject to mail delays out of our control. |

**Notes:**

* Shipping fees are added to the cost of the medications in the order.
* Insulin orders and other medications that need a cold pack (Wegovy, Ozempic, etcetera), do not need upgraded shipping.
* Cold pack orders are sent 1-or-2-day delivery at no additional cost to the members.
* The pharmacy will determine if an order needs to be shipped in a cold pack.

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| **Question** | **Answer** |
| **Will the previous version of the Home Delivery/Mail Order pharmacy** **order form still be accepted at the pharmacies?** | Yes, the old forms will still be accepted. We will accept either the current form or the updated form. However, if someone selects 2nd day or next day delivery, we will charge the current fees, regardless of the form submitted. |
| **If someone sends in an old form, will this delay processing?** | There will be no delay in processing if an old form is used, however, it is best to use the most current form available. The current form is included with home delivery orders. It is best to shred old forms and keep the new forms received with recent orders. |

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| **Best Method** |

Best method is known as **Standard Delivery** in which there are **no** shipping charges to the member including both physical and P.O. box addresses. Shipping methods below will be determined by filling facility as to which one will be the best method based on the medication in order. Do not select either one when placing order unless member requests faster delivery. See shipping options and costs below.

**Example:** If medication is an insulin, pharmacy will send express mail at no charge to maintain the stability.

Expedited and overnight shipping are not available in Puerto Rico (PR). USPS is the only shipper used in PR.



Those methods chosen are as follows and are based on calendar days:

* 1st class

**Note:** Filling facility will determine if this method is best once package is weighed. Refer to [1st Class.](#_1st_Class)

* Priority mail
* UPS ground (No deliveries to P.O. boxes)
* SurePost
* UPS next day air (Can be used for cold pack)
* UPS Next Day air saver (Can be used for cold pack)
* UPS 2 Day Air (Can be used for cold pack)

**Note:** Do not provide an exact or estimated delivery date. If there is a tracking number assigned to order, provide tracking number with the delivery carrier. As arrival dates can change.

**Example:**  Weather conditions.

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| Urgent Next Day |

Urgent Next Business Day Deliveries are available to the member upon request for the shipping charge of $23.00.

**Notes:**

* Shipping fees are in addition to the cost of the medications in the order.
* Orders will be delivered the next business day after order has processed.

It is not needed or necessary to select upgraded shipping for cold packed medications, as this is upgraded to 1-or-2-day ship method at no additional member cost.

**Note:**  If a member request over night or 2nd day shipping UPS, Shipping fees are in addition to the cost of the medications in the order. A method of payment must be included in order if client is not Fill and Bill.

The shipping methods include the following for street addresses only. This excludes P.O. boxes:

* UPS Next Day Saver

**To upgrade shipping for an open order:**

* Access the **Order Status** screen for the order in question and select the type of shipping from the Shipping Method drop-down box. Click **Update** button to submit change in shipping method.

**Note:**  The order must be prior to Label Print status. Orders in Label Print should not be upgraded. Refer to [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76).

**Urgent Next Day business Delivery for Post Office Box Addresses:**

* Express Mail is the shipping method used for expedited orders going to a P.O. Box address.

**Reminders:**

* UPS will not deliver orders to P.O. boxes.
* [Expedited Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76) only applies to the shipping and not the processing of the order, continue to quote up to two business days processing for refills and up to five (5) business days for new prescriptions.
* Weekends and Government (Federal) holidays are not included.
* Saturday delivery is **not** available unless chosen at the Metering Station.
* It is not needed or necessary to select upgraded shipping for cold packed medications, as this is upgraded to 1-or-2-day ship method at no additional member cost.
* UPS is our preferred shipping vendor. If the member requests FedEx, Participant Services will make an outbound call to the member to inform them that UPS is our preferred shipping vendor. We are not able to request FedEx shipping.

**Notes:**

* FedEx delivery is **not** an option. Do not offer this to the member.
* Saturday delivery is reserved for escalation issues, and unless it’s a cold pack, then it ships on Friday.

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| 2nd Business Day Delivery |

The member has the option to request a 2-day delivery for which they will be charged $17.00.

**Notes:**

* Shipping fees are in addition to the cost of the medications in the order.
* Orders will be delivered the 2nd business day **after** order has processed.

Ship methods include:

* UPS 2nd day (No deliveries to P.O. boxes)
* 2nd day shipping applies to the shipping and **not** the processing of the order, continue to quote 1-2 business days processing for refills and 4-5 business days for new prescriptions

**To upgrade shipping for an open order:**

* Access the **Order Status** screen for the order in question and select the type of shipping from the Shipping Method drop-down box. Click **Update** button to submit change in shipping method.

**Note:** The order must be prior to Label Print status. Refer to [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76).

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| 1st Class |

** DO NOT** choose this option. This is a subset of Best Method and will **not** ship if the order weighs over 15.99 oz.

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| Shipping of Refrigerated Medications |

Insulin will ship via the “cold-pack” process.

**Notes:**

* **Shipping:** For specific cold pack information, refer to [Advanced Cold Chain - TTxThermal Bags (068152)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b8115d-45ff-4172-9bc4-f3e0a26bde02).   
   Our automated shipping process will check the National Weather Service forecast for your area for the time period that we expect your order to be delivered. Based on the temperature range during that time period, we will determine the best shipping method to use to protect insulin orders.
* Order can be shipped either UPS Next OR 2nd Day shipping. For specific cold pack information, refer to [Advanced Cold Chain - TTxThermal Bags (068152)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b8115d-45ff-4172-9bc4-f3e0a26bde02).

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| Specified Carrier |

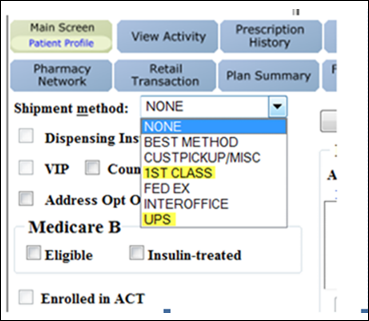
The member can request to have all orders delivered by one of two carriers, USPS, or UPS.

**Note:** When requesting specifically to have all orders shipped by USPS and UPS, these are shipped as Standard delivery, which does not have an additional cost.

 Members must be informed that request does **not** guarantee all orders will be shipped via the specified carrier; however, the pharmacy will do their best to accommodate.

A specified carrier **only** determines the preferred carrier, and not the level of service. Requests for [expedited shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76) will still incur charges as appropriate.

If the member is agreeable to the request, set the shipping method in the Maintain Patient Profile Section of PeopleSafe. Select either UPS or 1st Class. 1st Class is used to indicate the member wants all orders shipped USPS, and it does not mean all orders will be shipped via 1st class mail. Refer to [1st Class](#_1st_Class).



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| Order Tracking |

**My USPS:** Members may register for a free My USPS account and automatically see their inbound USPS packages without having to enter tracking numbers. Plus, they can schedule delivery alerts, request redelivery, hold, and more.

**Note:** If checking the status of a USPS order for a member, the screen will show a pop-up within PeopleSafe with tracking updates.

**UPS My Choice:** This service, PROVIDED BY UPS, may be of interest to the member if they have concerns about signature required or not being home when the package arrives.

* UPS My Choice provides delivery alerts and options to reschedule the delivery date or reroute to another address.
* It applies to all packages carried by UPS, not just those sent by the PBM.
* Fees apply to some options.
* Members can sign up at <http://www.ups.com/mychoice>.

**Note:** A signature will be required for medications shipped with cold packs when the destination temperature is below 33 degrees Fahrenheit.

Prior to providing tracking information to the member, verify the order’s time of completion by clicking on the Prescription Number, then Status hyperlink in PeopleSafe.

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| **If the order…** | **Then…** | |
| Is completed after 5 pm local time | It may not be picked up by the home delivery vendor until the following business day. | |
| Does NOT have a “**Blue**” link displayed | 1. Copy the tracking number from the Main screen in PeopleSafe. 2. Open a new Microsoft Edge browser window and navigate to [UPS.com](http://www.ups.com/). 3. Paste the tracking number into the Tracking box at the top left of the webpage. 4. Click the **Track** button. 5. View the tracking information for the order and advise the member accordingly. | |
| Has a “**Blue**” link displayed | It can be tracked via the vendor. Click the link to determine which shipping vendor was used. | |
| **If shipped by…** | **Then…** |
| UPS, SurePost, Express Mail (USPS) | 1. Provide the tracking information to the member (current progress, expected delivery date, etcetera.) 2. Offer to provide member with the tracking number so that they can keep track of delivery progress on their own.   The member can contact the shipping carrier or visit their website for tracking updates:  UPS & SurePost  1.800.PickUPS (800.742.5877)  [www.UPS.com](http://www.UPS.com)  United States Postal Service (USPS)  1.800.ASKUSPS (800.275.8777)  [www.usps.com](http://www.usps.com) |

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| Questions and Answers |

Use as needed:

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| **#** | **Question** | **Answer** |
| **1** | How do you know what the temperature will be in my area when you ship my insulin? | Our automated shipping process will check the National Weather Service forecast for your area for the time period that we expect your order to be delivered. Based on the temperature range during that time period, we will determine the best shipping method to use to protect your insulin.  **Note:** The dispensing pharmacy will also follow manufacturer guidelines on heat sensitive medications. |
| **2** | Why didn’t you call me first before you shipped my insulin? | The PBM can notify you when your order is shipped or when we have other important information about your home delivery prescriptions. You can choose to be notified by e-mail, telephone, or text message. I can sign you up right now or you can sign up at the Member Web Portal.  **Note:** If additional information about insulin stability/safety is required, please transfer the caller to a Clinical Care pharmacist. |
| **3** | Will my insulin sit in a hot delivery truck for days? | The PBM controls this situation from happening by packing and shipping your insulin to you in a manner that is best suited to protect your medication, based on the current delivery schedule and temperature. |
| **4** | My insulin sat in a hot delivery truck. Is it still good? | The PBM packs and ships your insulin to you in a manner that is best suited to protect your medication, based on the current delivery schedule and temperature. If you have additional questions, let me transfer you to a Clinical Care pharmacist for assistance. |
| **5** | My insulin did not feel cool when I opened the package. | Your insulin vials may not feel cool to the touch when you receive your shipment. Insulin vials may be stored at room temperature for a limited time.  **Note:** If additional information about insulin stability/safety is required, transfer the caller to a Clinical Care pharmacist. |
| **6** | What about insulin pens, cartridges, and inlets? Are they shipped with cold gel packs? | The PBM packs and ships your insulin to you in a manner that is best suited to protect your medication, based on the current delivery schedule and temperature.  **Note:** If additional information about insulin stability/safety is required, transfer the caller to a Clinical Care pharmacist. |
| **7** | The cold gel pack was not frozen when I received my insulin shipment. Is that normal? | Cold gel packs are not designed to remain frozen solid. They will become soft during shipping but will continue to protect your insulin.  **Note:** If additional information about insulin stability/safety is required, transfer the caller to a Clinical Care pharmacist. |
| **8** | I’m concerned about my insulin. Is it safe to use? How can I tell? | Since this is a question about insulin safety and stability, let me transfer you so that you can talk with a Clinical Care pharmacist. |
| **9** | Can I request signature required for my prescription orders? | Yes, for which medication are you requesting signature requirement?  **Note:** Refer to the Requests for Signature Required or NO Signature Required section of [Special Dispensing Instructions ScripTalk, Braille, Large Font and Signature (008618)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe97f023-d5aa-4578-ad84-b0e4e7b58b92). |
| **10** | Can a RX be mailed as General Delivery?  How do I address a mail piece sent to General Delivery? | General Delivery is a mail service for those without a permanent address, often used as a temporary mailing address.  MEMBER’S NAME  GENERAL DELIVERY  CITY, STATE ZIP |
| **11** | I would like my order left at a specific location at my home like my back porch, Garage Door, front office apartment? | That is no problem. We can add this to your mailing address to let the shipping carrier know where to leave the package. |

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| International Shipping |

The PBM ships prescriptions internationally according to the following rules and restrictions:

**U.S Territories:**

* The PBM ships prescriptions to U.S. Territories with no restrictions on controlled substances.

**Cold Packs** Cannot be shipped to some U.S. Territories and possessions (including American Samoa, Northern Mariana Islands, and Wake Atoll) and US Freely Associated States (including Marshall Islands, Micronesia, and Palau).

**Notes:**

* Cold packs **can** be shipped to Puerto Rico and US Virgin Islands and must be shipped via USPS Priority Express (Express).
* Orders with cold packs shipped on Monday through Wednesday will be sent with 2-day shipping.
* Orders shipped on Thursday will be shipped Next Day Air.
* Guam can be shipped cold packs. Prescriptions will be routed through Hawaii Mail Pharmacy for fulfillment and shipping to Guam patients.
* Hawaii Pharmacy (HIP) cold packs are shipped Monday through Thursday.

 Cold Packs can be shipped to military addresses if the address is listed on the [FEP Shared - Overseas Prescriptions and Claims Processing (021586)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02754700-96a8-4bb2-b211-a319803ff0af) which provides updates pre- and post-travel guidance for FEP Service members and Department of Defense family members.

**APO, FPO, or DPO Boxes:**

* The PBM ships prescriptions to APO, FPO or DPO Boxes, with the exception of Germany. Controlled substances are shipped, but not prescriptions requiring cold packs. Expedited shipping is not offered to APO, FPO or DPO boxes.

**Germany:**

* The **German** government is **no longer** allowing prescription medications to be shipped to APO/FPO addresses in Germany effective 01/01/2013. For a list of German Zip Codes blocked from APO/FPO Shipments refer to: [Participant Services: APO and FPO German Zip Codes (072122)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6df9c36-51fa-4593-b9ad-2bb4fc839552).

**Canada:**

* The PBM ships prescriptions to Canada. No controlled substances or prescriptions requiring cold packs are shipped.
* There is a risk that packages could be stopped, delayed, or even not cleared by Canadian customs officials.

**Mexico shipping:**

* The PBM does NOT ship prescriptions to Mexico.

**Icon - Important Information** Inform the member that they are responsible for completing paperwork required by Customs to allow the order to be shipped into their country.

The two-letter abbreviations for the international addresses we will ship to will be displayed in the State field within PeopleSafe. Refer to [Address Abbreviations for U.S. Territories and Canada (026065)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5c30352b-8c77-4229-9f2f-18599b967424) for descriptions.

For instructions on how to request a member’s order be shipped to an international address, refer to “International Addresses” section of [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee).

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| Exceptions |

Physical, hard copies of Schedule II prescriptions (C-II) should be mailed to the member’s Regional Order Creation Center (ROCC).

Scan Data shipping system determines the high temperature where the medication is being shipped and if it is above 85 degrees, then it requires someone to sign for the package. This prevents prescriptions that are heat sensitive from sitting in a mailbox for an extended period.

**Note:** Utilizing the Scan Data shipping system allows for carrier adjustments based on the destination of the order and not the pharmacy location.

* If the member questions which geographical areas or regions are affected, warm transfer the call to [Clinical (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8).

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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 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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