# PeopleSafe - Non-Childproof or Easy Open Cap Requests

[Easy Open Caps Process (Order Not in Process, Extra Caps, or Previous Orders)](#_Toc161655988)

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**Description:** Provides instructions for when members are requesting easy open caps to be sent.

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| Easy Open Caps Process (Order Not in Process, Extra Caps, or Previous Orders) |

Customer Care will send non-childproof **Easy Open** caps to the member when requested (refer to [Process](#Process) below). The caps are the easy **twist-off** type. These caps are **not** the ones that convert from child proof to easy open; they are simply twist on and twist off. **Snap off** caps are not available.

 If a member received an order and is requesting non-child proof caps for future orders too, complete the steps below and then complete the steps in [Request for Easy Open Caps on Bottle (Order in Process or All Future Orders)](#_Request_for_Easy) to have the member’s profile updated as well.

 If the member has bottles packaged by the manufacturer, we cannot provide easy open caps for those.

**Notes:**

* Easy open caps will be sent separately to the members for the members to replace the safety caps with easy open caps themselves.
* If the member has received a prescription from us and is having trouble opening it, direct them to take the bottle to the nearest pharmacy for assistance in opening it. Then perform the steps below to place the cap order.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Access the PeopleSafe Main Screen, search and then select correct member. |
| **2** | Verify the member’s address and phone number.   * If address and phone numbers are incorrect, refer to [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee), [MED D - Address Changes and Out of Area (OOA) (030149)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ba6dea9-4b34-4351-b06a-ec81046f6c0f), [MED D - Email and Phone Number Changes (112972)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0799360-70cd-4d44-a8b0-3112e61449f3).   View activity comments to check if a task has already been sent in the last 2 business days. If not, proceed to [step 3](#step3). |
| **3** | Access the PeopleSafe Main Screen and create an RM Task:   * **Task Category:** Fulfillment * **Task Type:** Non-Child Proof/Snap Caps * **Queue:** Fulfillment – Richardson * **Comments:** Please send caps out in bag for member.   **Notes:**   * + We can provide easy open caps for the standard orange bottles that we dispense.   + Number of caps are limited to the number of prescriptions the member is currently filling through mail.   + Explain that the caps will ship out to the member within two business days, separate from any prescriptions ordered, in a regular bag.   + On the Fulfillment Task, there are several specific sizes and amounts listed. Select the **1½ inch (38mm)** size.   **Do not** select another size or enter multiple sizes. |

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| Request for Easy Open Caps on Bottle (Order in Process or All Future Orders) |

This process is to request that easy open caps be on bottle when the order ships and ensures all future orders will be shipped with easy open caps on the bottle.

 If the member expresses that they cannot switch the caps shipped separately themselves, direct them to take the bottle to the nearest pharmacy for assistance in opening it.

 If the member has bottles packaged by the manufacturer, we cannot provide easy open caps for those.

Perform the following steps:

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| **Step** | **Action** |
| **1** | 1. Access the PeopleSafe Main Screen and select the correct member. 2. View activity comments to determine if task was sent while order was processing.   **Note:** If not, click the **order number** for which the member requests an easy open cap. |
| **2** | From the Order Screen, take note of the order number. Create an RM Task by selecting **Resolution Manager New** tab.  Create the RM Task:   * Task Category: Fulfillment * Task Type: Non-Child Proof / Snap Caps * Queue: Fulfillment – Richardson * Add comment to task: “Request to add dispensing instruction – Easy Open Cap to member profile due to request in placing caps on bottles prior to shipping.”  Add the member’s order number.   **Notes:**   * We can provide easy open caps for the standard orange bottles that we dispense. * Number of caps are limited to the number of scripts the member is currently filling through mail as that is the maximum we will send. * On the Fulfillment Task, there are several specific sizes and amounts listed. Select the **1½ Inch (38mm)** size.   **Do not** select another size or enter multiple sizes. |

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| Process Hawaii Pharmacy Orders Only |

The Hawaii mail service pharmacy (HIP) uses different bottles and caps from the other mail service pharmacies. If a member received an order from Hawaii and/or is requesting non-child proof caps for future orders, perform the following steps:

**Note****:** HIP only uses twist off caps.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Select the correct member from the Main Screen. |
| **2** | Verify the member's address and phone number.  If address and phone numbers are incorrect, refer to [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee), [MED D - Address Changes and Out of Area (OOA) (030149)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ba6dea9-4b34-4351-b06a-ec81046f6c0f), [MED D - Email and Phone Number Changes (112972)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0799360-70cd-4d44-a8b0-3112e61449f3). |
| **3** | Determine if this request is already present. Access the Patient Profile screen in PeopleSafe to review Dispensing Instructions for the member.  **Note:** When reviewing the Patient Profile, if there are Dispensing Instructions for the member/beneficiary, the box adjacent is checked.  To review Dispensing Instructions:   1. Access PeopleSafe. 2. Click **Maintain Patient Profile**. 3. Click **Dispensing Instructions**.         **Result:**  The Dispensing Instructions that apply to this member/beneficiary displays. This is a “Read Only” pop up screen.      If Easy Open Caps PIC Approved is not checked off, send an E-mail to: [HIPCCSOffline@caremark.com](mailto:HIPCCSOffline@caremark.com):   * **Subject line:** Non-childproof caps request \*SecureMail\* * Include the member ID#, member name, and date of birth (DOB) * If the member is requesting non-child proof caps for an order they already received, include the vial sizes dispensed and the number of caps needed.   Verify with the member the vial size received.  **Note:** Vial size is located underneath/bottom of the vial.   * If 120 CC, 200 CC or 300 CC – advise the member twist off cap(s) will be sent (120 and 200 CC vials use the same sized caps, the 300 CC vial uses a larger cap).   For future orders, Stock bottles, 120 CC, 200 CC and 300 CC vials will be dispensed with twist off caps. |

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| Description and Image of Current Bottles and Caps for HIP (Hawaii Pharmacy) |



Left to Right: 120 CC vial, 200 CC vial, 300 CC vial that will have twist off caps

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| Bottles and Caps for Standard Mail Service |

Our standard mail service bottles are:

* Recyclable: #1 plastic can be recycled in most community recycling programs
* Greener: Less plastic is used to make them
* Clearer: Making it easier to see the contents

Instructions for using the caps provided on standard bottles:

* **To make the cap child safe:** Tighten the cap firmly. To test, turn the cap counterclockwise without pushing down. To open, push down firmly and turn counterclockwise.
* **To make the cap easy to open:** Twist the cap gently to close. If the cap is closed gently, the child-safe feature will not engage, and the cap will be easy to turn and remove.

Image of bottle with child-proof cap (top) and non-childproof caps available at members request (bottom):



Image of bottle with non-child-proof cap:



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| Resolution Time |

Up to two business days.

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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)

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

**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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