# PeopleSafe - Missing Not Translated Prescriptions

[Missing Not Translated Prescriptions Process](#_Toc124164971)

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**Description:**  Use when receiving a call from a member who reports that a prescription that was written and mailed into the PBM (Pharmacy Benefit Manager) was not filled or processed, and provides a process for handling inquiries about prescriptions that are missing from an order (not translated). These are prescriptions submitted by the member or prescriber but not filled within the order.

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| Missing Not Translated Prescriptions Process |

Perform the following steps.

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| **Step** | **Action** | | |
| **1** | Select the **order number** on the .  **Note****:** If the member cannot be found, ask member if they have had any recent name changes, and search for a second (active or inactive) account. | | |
| **2** | Verify the number of prescriptions received in the order and locate the missing prescription. | | |
| **If the missing prescription…** | **Then…** | |
| Displays a status of “**Shipped**” or “**Delivered**” | Refer to “Missing Prescription in Order” section of [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6).. | |
| Displays a status of “**Reject RTP/RV**” or “**Voided-Err/Rx**” | View Order Level and Prescription Level Comments to determine the status of the prescription. | |
| Displays a status of “**Moved**” | 1. Determine if the missing prescription is being shipped separately by reviewing the Comments for split orders.   **Note:** Some prescriptions may indicate shipped by CTS, refer to [Specialty Drug Reference Table- Includes Limited Distribution Drugs (LDD) (004448)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8239b47a-27ed-48bd-babe-f67c7dd0bb6d). Some medications may be on backorder; refer to [PeopleSafe – Member Unable to Locate Medication at Mail Order or Retail with Lifeline Support (Back Order, Shortage, Not in Stock - NIS) (065452).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a54a9ef9-ee69-49bb-86c1-6974d117088c)   1. View Order Level and Prescription Level Comments to determine prescription status.  * If prescription cannot be filled within two (2) business days, it will be returned to member. | |
| Is not listed on the order within the system | Inquire whether the medication was on the same script as others in the order or if medication was on a separate script. | |
| **If medication was on…** | **Then…** |
| Separate script | Create a RM (Resource Management) Task by completing the following:   * **Task Category:** Rx Verification * **Task Type:** Missing Not Translated Rx’s * **Queue:** Retranslation - Participant Services |
| Same script | * **Pharmacist****:** Review the script. * Proceed to the next step. |
| **3** | 1. Warm Transfer the call to a [Clinical Counseling Pharmacist (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8).   **Note:** If after hours, create a RM Task: **Task Category:** Rx Verification **Task Type:** Missing Not Translated Rxs **Queue:**  Retranslation - Participant Services   1. Provide complete details of the incident to the pharmacist and inquire if there is anything else you can assist with prior to transferring the call. | | |
| **4** | Inform the member that a call back will be made within two (2) business days. | | |

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| Resolution Time |

Up to two (2) 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)

**Retail Options: Refer to the Plan Design**

**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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