# PeopleSafe - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping

[Process](#_Toc143509199)

[Applying a Shipping Fee Credit](#_Toc143509200)

[Questions and Answers](#_Toc143509201)

[Related Documents](#_Toc143509202)

**Description:** Process for customers on how to expedite orders delayed due to perceived PBM errors.

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| Process |

**Reminder:** Ask the member how much supply they have on hand and provide alternatives such as filling a short-term supply at retail pharmacy.

**Note:** If member is a **Repeat Caller**, refer to [PeopleSafe - Handling Repeat Callers: Multiple Calls, Same Issue (045155)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=01ded425-9976-4840-b360-4619266505fc).

Perform the following steps to expedite order:

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| **Step** | **Action** | |
| **1** | Review the order status to confirm whether or not we can expedite or update shipping method on the order.  The followingorderstatuses cannot be expedited. For more information, refer to [Order Status](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) (004758).   * Any order in label print * Metered, Packed or Shipped status * Future Fill due to delayed prescriber response * Awaiting a prescriber fax * In “fax-inact” status * Reject Hold * Delay is caused by member error such as member mailed in Rx late | |
| **2** | Determine if a Shipping Fee Credit is appropriate: | |
| **If the Order is in process for…** | **Then…** |
| Less than five calendar days | Check the status of the order and 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) and provide the member with options. |
| Five or more calendar days and has not shipped due to PBM error  **Example:** Order placed in future fill date due to ready fill issues and test claims shows that prescriptions pay today. | If member states it is a PBM Error or we need to confirm PBM Error then:   1. Check view activity, the order level comments and the Notes for any status conflicts before pressing Expedite Order button.   **Reminder:** For a status list where the order cannot be expedited, see [Order Status](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) (004758).   1. Run a [Test Claim](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) (004573) and review CIF if needed for mail in delay override or Pt delay override. 2. From Transaction History Screen, issue a $23.00 [shipping fee credit](#_Applying_a_Shipping).   **Med D:** Obtain Senior Team Procedural Assistance for the Shipping Fee credit, refer to [MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) (018060).  **Note:** Shipping Fee credit must be issued before any changes made on the order.   1. Issue a shipping fee credit. 2. Access the **Order Status** screen, select the **Urgent Next Day** Shipping Method from drop down menu. Press the **Update** button and upgrade to urgent next day. 3. Educate the member about the shipping fee cost being offset by the credit issued on the account. |
| Order is on hold or has not been processed due to PBM Error | 1. Run a [Test Claim](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) (004573) to ensure the claim pays and review the CIF for override options as needed. 2. Check for a [Bridge Supply](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57) (017906) option or alternate retail options ([MChoice](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3) (021863), Retail 90 etc.) 3. Once all alternative options are exhausted, complete the following steps to process a new order with urgent next day shipping PBM cost:    1. From Transaction History Screen, issue a $23.00 [shipping fee credit](#_Applying_a_Shipping).    2. From the Main Screen, click the **Order Placement** tab to process a refill. Refer to [Prescription (Rx) Refill/Renewal (Order Placement)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) (004628).    3. Upgrade shipping to urgent next day with $23.00 fee.    4. Educate the member about the shipping fee cost being offset by the credit issued on the account.   Make sure to include all prescriptions if there are multiple so that only one credit needs to be applied.  **Note:** Verify with member how many days member has on hand of their medication and provide alternatives where appropriate. |
| **3** | Close the call appropriately. | |

[Top of the Document](#_top)

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| Applying a Shipping Fee Credit |

Follow the below process when making an adjustment to shipping cost on an order:

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| **Step** | **Action** |
| **1** | Select **SHIP FEE ADJ** from the **Transaction Screen Type** drop-down list. |
| **2** | Click the **Credit** radio button. In the **Amount** field, type amount to be credited and click **Apply**.  **Note:** Credit amount should be $23.00 for urgent next day delivery. |
| **3** | Document the account with the reason for the ship fee credit and which order / Rx it applies to.  **Example:**  Authorized a ship fee credit $23 for <Rx# or Order#> due to the member feels CVS Caremark has delayed the script.  **Resolution:**Immediate |

[Top of the Document](#_top)

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| Questions and Answers |

The table below provides additional information on frequently asked questions regarding shipping. Refer to [Shipping Guidelines and Fees and Order Tracking](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) for additional shipping information.

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| **#** | **Question** | **Answer** | |
| **1** | What is the standard Turnaround Time for urgent next day shipping? | * Delivered the next business day **AFTER** order has processed.  **Refill Orders** require up to two (2) business days processing before being sent out for next day delivery. * **New Rx Orders** require up to five business days processing before being sent out for next day delivery.   **Note:** Shipments are NOT normally set up for Saturday delivery.  Only on rare occasions are packages scheduled for Saturday delivery.    **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 any orders to P.O. boxes. * Expedited Shipping only applies to the Shipping and not the processing of the order, continue to quote up to two business day processing for refills and up to five business days for new prescriptions. * Weekends and Government (Federal) holidays are not included. * It is not needed or necessary to select upgraded shipping for cold packed medications, as this is upgraded automatically 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 shipping vendor and ask if we can ship the package via UPS. | |
| **2** | What is the standard Turnaround Time for order processing? | **If…** | **Then…** |
| The Rx has refills remaining and is not expired | You can expect your order to process within two (2) business days and then ship from our pharmacy that next business day. |
| The Rx has no refills remaining or is expired | We need to contact your prescriber for a new prescription. If we receive the prescription from your prescriber, it will process within 5 business days and will ship from your pharmacy the next business day. |
| Refer to [Prescription (Rx) Refill/Renewal (Order Placement)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) (004628) for more information. The shipping of an order occurs after the processing times described above. | |
| **3** | When is a signature required upon delivery? | * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * All CIIs deliveries will require the member’s signature. * Schedule III to V controlled substances will not require a signature but will have confirmation from the shipping. * Carrier confirms that the package was delivered. * Orders with a threshold of $10,000 or greater will require a signature upon delivery. | |
| **4** | What is the cut off day/time for same-day processing of an expedited order request? | Refer to [PeopleSafe - Shipping Guidelines, Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184).  **Note:**  Orders filled on Sunday will not be picked up by the carrier until Monday. | |
| **5** | Can shipping be made to PO Box? | * If the order requires a cold pack or upgraded shipping (at member’s request or according to our internal criteria). * The member must provide a physical address for the order.   + If the member is unable to provide a physical address, the CCR should complete a [Manual Refill Task](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) (027179). Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box. | |
| **6** | What are the requirements for delivery with a cold pack? | Cold packs can be shipped to physical addresses within the continental United States only.   * If the member is unable to provide a physical address, complete a [Manual Refill Task](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) (0271790). Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box. * 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. * Express for Saturday delivery. * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. | |

[Top of the Document](#_top)

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| Related Documents |

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

[Order Shipping Turn Around Time](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352) (018691)

[MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) (018060)

[Order Status Document Index (088294)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4b4447a3-18f2-4b8e-a229-f2a1fe1a488f)

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

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

[Top of the Document](#_top)

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