# PeopleSafe - Order Not Showing in System

[Process](#Process)

[Resolution Time](#Bookmark1)

[Related Documents](#Bookmark2)

**Description:** Describes the procedure to follow when a member calls to check on the status of their order, and the order has not been received or entered in the system.

|  |
| --- |
| Process |

Perform the steps below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step** | **Action** | | | |
| **1** | Verify Order Status by reviewing information found under **Status Date/Status in the system.** | | | |
| **If the Order…** | **Then…** | | |
| **DOES NOT** display on the main screen in PeopleSafe | Prescriptions received by phone, fax, or eScribe should appear in PeopleSafe within 24 - 48 hours. Rx Translation can take up to four (4) business days. Educate the member on the five (5) day turnaround time, then investigate as appropriate.   * Review the notes in PeopleSafe to see if there are any notes from NewRx/FastStart. Refer to the **Checking the Status of NewRx + FastStart Orders** section of [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).      * Orders that were recently placed through Outbound IVR phone call, text, or Caremark.com will not immediately show on the Order Status screen in PeopleSafe or for the member on the website for up to four (4) hours. Refer to [PeopleSafe - Accessing and Reviewing Automated Outbound Call Activity Notes (020244)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=820d0759-183a-4547-aa31-00bb8b25a0d0).   **Note:** If member placed order with a customer service representative, be sure to check the Refill Status on the order placement screen.  If an order was just placed, it may appear there.     * Search PeopleSafe to verify that the member does not have any additional active or inactive accounts and ask the member if there has been any recent name change. * If the member has another active account, verify that the prescriptions are being processed appropriately. If not processed appropriately, refer to [Copay Mail Order Reverse and Reprocess Claim (021894)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882). * If the member does not have another active account, proceed to the next step. | | |
| is **archived** in error | 1. Review the Member level comments, if found assure the member that their prescription has been received from the prescriber, and we will work to get it to them as quickly as possible. 2. Contact Clinical Care Services (refer to [When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8)) to request a rescan of the archived prescription. Refer to [Identified as Duplicate Archive Error CCR (005029)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=39ef0fd5-2019-4597-8694-5ef9b14e3b85). | | |
| is mailed, called in, faxed in, or eScribed **LESS than four (4) business days** prior to call | Prescriptions received by phone, fax, or eScribe should appear in PeopleSafe within 24-48 hours. Rx Translation can take up to four (4) business days to process. Educate the member on the five (5) day turnaround time, then offer the following options:   * The member can sign up for Messaging Platform (MP) alerts to receive automated calls, text messages, or emails concerning their order. Refer to [Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471). * The member can check Caremark.com/Member Web Portal for the status of their order.   Sample member education scripting:  I do not yet show your order in the system. It normally takes approximately 3 days for mail to arrive at our facility and it takes an additional day for the information to appear in our system. Signing up for Messaging Platform alerts allows you to be notified by the communication preference of your choice when your order has been entered into our system for processing. | | |
| is mailed, called in, faxed in, or eScribed **four (4) business days or more** prior to call | **For refills:**   1. Place the refill order in the system, as long as the prescription has not expired and there are refills remaining. 2. Verify days’ supply of medication on hand. If insufficient to allow receipt of order, offer short-term supply at retail when appropriate and within plan limits. Refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57).   **For new prescriptions or prescriptions that are expired/out of refills:** Initiate a new Rx request. Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).  **Controlled Substances:** DEA requires pharmacies to complete a complex approval process before they are allowed to receive electronic prescriptions for controlled substances.   * + - Any new prescriptions mailed in may take up to five (5) business days to process before they ship out. Controlled medications, especially Schedule 2, may take longer to process here as they have more restrictions than other controlled substances.     - For additional information about orders involving C2-C5 controlled medications, refer to [Controlled Substance Information (C2-C5) (067214)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc09fa82-fcf6-495a-ae85-50cd798c6815). | | |
| **2** | 1. After determining that the PBM will contact the member's prescriber for a new prescription, run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) for drug coverage and copay. 2. Inform member of required disclosures:   Please note the prices quoted are estimates and may not reflect your actual out of pocket costs.   1. Advise the member of Test Claim results, drug coverage, and pay amount. | | | |
| **3** | Determine days’ supply on hand with member to determine whether two prescriptions are required (one for Mail Order and one for Retail).  **Note:** If short-term supply is needed and eligible at retail per the CIF, obtain name, address, and phone number of pharmacy. Also refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57). If a Bridge Supply is not an option, refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af)for additional options. | | | |
| **4** | 1. Access the Main Screen to display the member information. 2. Verify address information found on the Main Screen.   **Note:** If address is incorrect, refer to [Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee). | | | |
| **5** | Verify payment information. | | | |
| **If member is using…** | | **Then…** | |
| New payment method (credit card, electronic check) | | Access the Maintain Payment Options screen and add the new account information. Refer to [Payment Maintenance Add, Edit and Remove (Credit Card and eCheck) (010987)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b0d1693e-3ebd-45e7-811a-adbe7e2c9f83). | |
| Existing payment method | | Verify the last four (4) digits and expiration date for credit cards and the financial institution and account type for electronic checks. | |
| Any other form of payment | | Inform member that they will receive an invoice with the order, and payment should be remitted upon receipt. | |
| **6** | Place comments at the appropriate member level:   * In Subject Line state: “CC provided”, “E-check provided”, or “New Rx – Fill & Bill” * Information verified to identify the payment type, if applicable * Address verified (for appropriate member) | | | |
| **7** | Verify with the member that the information on the previous Rx is still valid:   * Drug name * Drug strength * Drug quantity * Directions * Prescriber’s name * Prescriber’s office phone number | | | |
| **If prescription and prescriber information is…** | | | **Then…** |
| The **same** as the previous Rx | | | Continue to Step 8. |
| **Different** than previous Rx | | | Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). |
| **8** | Inform the member that a fax will be sent to the physician regarding their prescription.   We will reach out to the prescriber twice via fax within the next five (5) business days. Faxes are typically received by the prescriber within 24 hours. We will reach out to you if we do not get a response from the prescriber. If we receive the prescription from the prescriber, it will process within five (5) business days and will ship from our pharmacy the next business day.  **CCR:** Advise member that we will request a prescription for 90-day supply/3 refills, and if appropriate, a prescription for a short-term supply to be obtained at a retail pharmacy (if member is in short supply of medication).  Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af).  **Note:** If this is a Controlled drug, review the [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117). | | | |
| **9** | Advise the member they can check the status of their order and information on shipping at Caremark.com. | | | |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

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

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

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

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**