# PeopleSafe - Order Status

[High Level Process](#_Toc187928566)

[Order Status](#_Toc187928567)

[Checking the Status of a Reship](#_Toc187928568)

[Consolidated Orders](#_Toc187928569)

[Interpretation of Order Status Details](#_Toc187928570)

[Order Status Reference Table](#_Toc187928571)

[Order Status Screen](#_Toc187928572)

[USPS For 10 Days or More: Order Shows “Pre-Shipment” or “In-Transit” Status](#_Toc187928573)

[Prescriber Requests Hold Until](#_Toc187928574)

[Future Fill](#_Toc187928575)

[Delayed Prescriber Response](#_Toc187928576)

[Ghost Orders](#_Toc187928577)

[Expedite Scanned Order](#_Toc187928578)

[Related Documents](#_Toc187928579)

**Description:** Inquiries about the status of the member’s prescription order.

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| High Level Process | |
| 1. [**Determine**](#DeterminetheNameandNumber) **the name of the medication(s) and the number of medications included in the order.**  * If the member is inquiring about the status of an Order Reship, refer to [Checking the Status of a Reship](#_Checking_Status_of).   Verify the number of days the order has been in process, and how much medication the member has on hand.  Holding Period is 8-23 days prior to anticipated medication depletion in processing and when changes or order cancel cancelation is allowed) | **MED D Beneficiaries:** If you have not been trained to handle MED D or EGWP calls, warm transfer **ALL** Med D call types to the appropriate Med D Care phone number located in the CIF. This includes basic refill and order status calls. This is due to regulations regarding automatic refills and the increased complexity in handling MED D calls. |
| 1. **On the Main Screen** [**verify**](#LocateRxNumber) **the phone number on the account then** [**locate**](#LocateRxNumber) **the prescription (Rx) numbers.**  * If more than one open order is located for the same medication proceed to [Ghost Orders](#_Ghost_Orders). * If the order cannot be located, check View Comments to see if FastStart assisted. Press the “expand all” button to see details if NEW RX/FastStart Department has placed an order request. Refer to [PeopleSafe - Obtaining a New Prescription for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). * If no notes, refer to [Order Not Showing in System (004757)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d5f72caf-b0d3-49a4-9e28-725508eba4a5). * If a doctor calls into Customer Care wanting a fax that states a mail order RX was cancelled/voided, **warm transfer** to the Participant Services/Member Services line listed as **1-866-644-0876** to complete the request. * Orders that were recently placed through Caremark.com will not immediately show on the **Order Status** screen in PeopleSafe. | **Reminder:** If the member indicates, they had an issue with the IVR (**Example:** They had placed an order over the IVR, and no order exists) proceed with placing the order for the member. Then to report the issue internally, fill out the [IVR Research Request Procedures and Form(045732)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f40faeae-bfe0-40aa-87d1-fa1fbb23b5da) form and email as directed in the form.  **Tip:** CCR should be on “Mail” tab and also select Status: “All” when looking for a Mail Order. The search can also be narrowed by selecting **Display By: “Participant.”** Remember Ctrl + F can be used to quickly search for the Rx number or name.  If prescription can’t be found under the “Mail” tab, check the “All” tab to see if it was processed at a retail pharmacy. |
| 1. [**Verify**](#VerifyAddress) **the shipping address of the order.**  * If the shipping address is NOT correct, proceed 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). * If the order has not arrived and a member is low on medication, verify the number of day’s supply the member has on hand and offer available options. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). | |
| 1. [**Verify**](#Details) **prescription details.**   Refer to [PeopleSafe - Preventing Class 1 Errors (106802)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd38d4b0-3772-4091-8b1a-4513ad33b65f).  Review and confirm the:   * Member name * Drug name * Dosage form * Strength, * Quantity **and** Days’ supply * Number of Refills * Provide cost estimate of order / medications as well as provide the cost disclaimer. | |
| 1. **[Research](#Researchtheorderstatus) the order status.**  * [Order Level Comments](#OrderLevelComments) * [Prescription Details on Order Status screen](#RxDetailsonOrderStatusScreen) * [Prescription Details](#RxDetails) * [View Comments](#ViewComments) * [View additional details](#ViewProblemsNotepadRxVersion) * Check Claim Order Comments for temporary stock issues. | |
| 1. [**Review**](#reviewthedetailstodetermine) **the details to determine if any action needs to be taken.**   Refer to the [Order Status Reference Table](#_Order_Status_Reference_1) to view explanations of the “Status” field and conflicts for the prescriptions. Also refer to the following sections of this document as needed:   * [Prescriber Req Hold Until](#_Prescriber_Requests_Hold) * [Future Fill](#_Future_Fill) * [Delayed Prescriber Response](#_Delayed_Prescriber_Response) | |
| 1. [**Inform**](#Informthememberoftheorderstatus) **the member of the order status.** | |

[Top of the Document](#_top)

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| Order Status |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Determine the name of the medication(s) and the number of medications included in the order.  Verify the number of days the order has been in process, and how much medication the member has on hand.  **Note:** The Holding Period for ARP is 8-23 days prior to anticipated medication depletion and is when change(s) or order cancellation is allowed.  [Return to High Level Process](#_High_Level_Process) | |
| **2** | On the Main Screen, verify the phone number on the account and then click the **Mail** tab to locate the prescription numbers.   * If the order is located**,** proceed to Step 3. * If more than one open order is located for the same medication, proceed to [Ghost Orders](#_Ghost_Orders). * If the order cannot be located,review View Comments to see if FastStart assisted. Click “expand all” button to see details if New Rx/FastStart Department has placed an order request. Refer to [PeopleSafe - Obtaining a New Prescription for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). * If the order cannot be located, click on the **ALL** tab to verify that the prescription was not filled at a retail pharmacy. If you locate the prescription, educate the member on picking up the medication at the local pharmacy. If the member wishes to transfer the prescription to mail order, then refer to [PeopleSafe - Rx Transfer: From Retail to Caremark Mail Order Pharmacy (041401)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca).   + If no notes,refer to [Order Not Showing in System (004757)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d5f72caf-b0d3-49a4-9e28-725508eba4a5).   **Note:** By default, mail orders will be filtered to only show “Recent” orders. In the Status field, click **All** to view all orders, if needed. You can sort orders by the Rx Number and Dispensed Drug columns.     * Orders with a status of “shipped” in the Status Date/Status column represent the shipping label print date and not the actual Ship Date. * Orders that were placed through Caremark.com will not immediately show on the Order Status screen in PeopleSafe. * Do not advise the member their order shipped based on this date. Access the [Order Status Screen](#RxDetailsonOrderStatusScreen) to provide the actual shipped date.     [Return to High Level Process](#_High_Level_Process) | |
| **3** | Click the **Order Number** link for the order.    **Result:** Order Statusscreen displays.  If an order is cancelled, review the order to determine why then, if necessary, verify address and complete order. | |
| **4** | Verify the shipping address of the order.   * If the shipping address is **correct** and there are no other questions about the order, proceed to Step 5. * If the shipping address is **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).   **Note:** If speaking to an authenticated member or authorized party (**Examples:** POA, TPA) ONLY, proactively provide this information.  **Example:** Icon - Callout We have your current shipping address as <shipping address> and best available contact number as <cell, home, work number> Is this correct?     * If **no**, update with the correct number. * If cell phone number, enroll the cell phone, refer to [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471" \t "_blank).   **Note:** Effective immediately, you do not need to ask the member if you can enable messaging preferences.    **Do not read the text message disclaimer in PeopleSafe.**   * + **Determine if the member has an email address on file.**   + If **yes**, Icon - Callout Now that I have your refill alerts turned on, I show your email address is <verify email address>. Is this still correct?   + If **no**, update with correct email address and enroll in email, refer to [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471).   **Note:** Effective immediately, you do not need to ask the member if you can enable messaging preferences.  [Return to High Level Process](#_High_Level_Process) | |
| **5** | Verify the prescription details.   * If speaking to a **member or POA**, review and confirm the order to the member and verify the details for each prescription, including the Member Name, Drug Name, Strength, Dosage Form, Quantity and Days’ Supply. Before submitting and completing the order remember to include the Number of Refills left on the prescription in the final review details also. * If speaking to an **authorized party caller,** only provide that information for those medications where they can provide you with the medication name.   Refer to [Preventing Class 1 Error Tips (106802)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd38d4b0-3772-4091-8b1a-4513ad33b65f).  [Return to High Level Process](#_High_Level_Process) | |
| **6** | Research the order status then click the **Order Level Comments** button.  **Result:** View Commentsscreen displays. The Order Number pre-populates under the Type field and specific notes pertaining to the Order Number will now be viewable.  **Note:** It is VITAL to read the information under Order Level Comments from the Order Number. There may be notes for this order/prescription that may not be viewable from the Main screen. Click the **Expand All** button to view more details.  **Note:** Prescription may have been changed due to Intervention’s process as part of the member’s prescription benefit plan. If the member is unhappy with this change or has questions, refer to [Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36).  [Return to High Level Process](#_High_Level_Process) | |
| **7** | Return to the Order Status screen with the Back button and click on the **Plus** (+) button located under the Rx number to expand or display additional details. Reference [Order Status Reference Table-Shipped](#OrderStatusShipped).    Check Claim Order Comments for temporary stock issues.  Refer to [Interpretation of Order Status Details](#_Interpretation_of_Order_1) for additional information.  **Example:**      **Notes:**   * The information next to the drop down provides standardized messaging for the order status. This is the same verbiage used on the portal and IVR. * The due date listed is the date the order is expected to ship by, but the processing time may vary. * Do **not** go by the ‘Due’ date for advising the member when that medication will get to them. This is not an accurate date to provide members.     Prescription status expands to include additional statuses below: | |
| **Rx Status** | **Rx Status Description** |
| Future Fill | Your order will be filled on a later date. |
| In Process | Your order is being filled. |
| Order Filled | A pharmacist is reviewing your order. |
| Order Verified | Your order is being prepared for shipping. |
| Order Packed | Your order is being prepared for shipping. |
| Ready to Ship | Your order is being prepared for shipping. |
| Shipped | Your order is on the way. |
| Delivered | Your order has been delivered. |
| **8** | Click the blue **Prescription Number link** to review the Status Comments on the Prescription Details screen.    **Examples:** Rejected Reversal, Label Print, Adjudicated Divert, Shipped, etc. | |
| **9** | Click the **View Comments** button located at the bottom of the screen.  **Result:** View Commentsscreen displays. | |
| **10** | Locate the Prescription number from the drop-down menu and click **Search**.  **Note:** Selecting SHOW ALL from the Type field displays all available comments from the Member Level only. This may not display all Order level or Prescription Number notes. All applicable comments should be viewed before seeking assistance. | |
| **11** | Click on **Back** to review additional details on the Prescription Details screen. Scroll to the bottom of the page to review the View Problems*,* View Notepadand View Rx Versionbuttons that may contain additional Order Status details.  Do not read this verbiage to the caller.  **Notes:**   * If you do not understand an abbreviation in these sections, please refer to [Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606). For additional assistance, reach out to [Clinical (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8). * Use the View Rx Version button to determine if there have been changes to the Rx. Refer to [Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36). | |
| **12** | Review the details to determine if any action needs to be taken.  Refer to the [Order Status Reference Table](#OrderStatusReferenceTable) to view explanations of the “Status” field and conflicts for the prescriptions.  Refer to the below hyperlinks as needed:   * [Prescriber Req Hold Until](#_Prescriber_Requests_Hold) * [Future Fill](#_Future_Fill) * [Delayed Prescriber Response](#_Delayed_Prescriber_Response) * [PeopleSafe - Manage / Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124)   **Note for Controlled Substances:** For more information about controlled substances refer to [Controlled Substances Information (C2-C5) (067214)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc09fa82-fcf6-495a-ae85-50cd798c6815). To identify if a prescription is a controlled substance, click the blue “Rx number”hyperlink either on the Order Status or Mainscreen. See below.    [Return to High Level Process](#_High_Level_Process) | |
| **13** | Inform the member of the order status.   * If the order has not arrived and member is low on medication, verify the number of day’s supply on hand and offer available options if the member has less than five days of medication. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). * If the member wishes to upgrade shipping for an open order:   1. Access the Order Status screen for the order in question and select the type of shipping from the Shipping Method drop-down box. Available options for upgrade are URGENT NEXT DAY ($23) and 2 DAY DELIVERY ($17). 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).   **Exception:** To waive a shipping fee as a result of a PBM error, refer to [PeopleSafe - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8).   * 1. Click the **Update** button.   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).  The order must be prior to Label Print status. Orders in Label Print status should not be upgraded.  **Note:** Refer to[PeopleSafe - Shipping Guidelines, Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) for additional information about shipping. The member should be advised that this will only upgrade the shipping, not the normal processing time of the order.  **Exception:** To waive a shipping fee as a result of a PBM error, refer to [PeopleSafe - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (00754)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8).   * If the member requests an Rx filled by a different manufacturer contact the Senior Team. They will add stop see comments to the account notating the Member’s request to release the order with a different manufacturer. They will also contact the pharmacy to have the order expedited.   [Return to High Level Process](#_High_Level_Process) | |
| **14** | For all orders, encourage members to utilize Caremark.com to check the status of orders. Review their MP preferences & remind them that they are receiving order notifications too (if applicable in the account).  Refer to [Messaging Platform Alerts (110103)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3dcf7c9-3cc9-4864-b6c1-165416474fa1) and [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471) as needed.   * Using MP or the web will notify the member if there is a delay in processing their order. * Do not provide the member with a general shipping time frame, as this will vary depending on shipping method and geographic location of the member. * Once the order ships, the member can use the tracking number to determine how long it will take for the order to arrive. * Members can track their orders by going to Caremark.com. * Orders will ship via USPS or UPS. * Orders shipped using USPS can be also tracked online at USPS.com or by calling **1-800-222-1811**. UPS orders can be tracked online at UPS.com or by calling 1-800-PickUPS.   Tracking information may not appear for up to 2 business days after shipping date.  Refer to [Shipment Tracking by Carrier Website (092227)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eba6db9b-ee3f-4d67-a3a2-1e4ea850624a). | |

[Top of the Document](#_top)

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| Checking the Status of a Reship |

Perform the following steps:

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| **Step** | **Action** |
| **1** | 1. Obtain the name of the medication(s) and the number of medications included in the order. 2. Verify the correct phone number is on file and that no updates are needed. 3. Ensure you are on the **Mail tab** (and click the ‘**All**’ hyperlink button). This will ensure you are viewing all necessary information in the Mail order itself. |
| **2** | View Comments at the appropriate Member Level to locate the date of reship request.  Refer to [PeopleSafe - Viewing and Adding Comments (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce). |
| **3** | Determine if reship has been completed and shipped.   * If yes, inform the member of ship date and method. * If no, proceed to [Step 6.](#step6) |
| **4** | Click the **View Activity** button from the “Main Screen” to locate "Reship Prepd" Activity code. |
| **5** | Click the **Order Number** link for the reship order.  **Result:** Order Statusscreen displays. |
| **6** | Verify the shipping address of the order.   * If the shipping address is correct, proceed to Step 7. * If the shipping address is incorrectrefer 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).   **Note:** If speaking to an authenticated member or authorized party (POA, TPA) ONLY, you may proactively provide this information.  **Example:**  We have your current shipping address as 123 Main Street Anytown, RI 12345. Is this still correct?  **Note:** If the order has shipped to the incorrect address, contact the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) for possible re-direct with shipping carrier. |
| **7** | Verify the prescription details.   * If speaking to a member or POA,review and confirm the order to the member and verify the details for each prescription, including the Member Name, Drug Name, Strength, Dosage Form, Quantity and Days’ Supply. Before submitting and completing the order include the Number of Refills left on the prescription in the final review details also. * If speaking to an authorized party caller, only provide that information for those medications where they can provide you with the medication name.   Refer to [PeopleSafe - Preventing Class 1 Errors (106802)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd38d4b0-3772-4091-8b1a-4513ad33b65f). |
| **8** | Click the **Plus** (+) button for the Rx number to expand or display its Prescription Details. |
| **9** | Verify Reship Labels Printed the date and time.   * Iflabeledinform member the order will be shipped within one business day. * Iflabel has not printed and the date of original request is over one business day, then 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) procedure. |
| **10** | Verify the day’s supply on hand with the member. If they indicate five days or less, then educate the member on the best available options to get medication filled.  Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). |
| **11** | Inform member of the order status indicated. |
| **12** | For all orders, encourage members to utilize Caremark.com to check the status of orders. Review their MP preferences & remind them that they are receiving order notifications too (if applicable in the account).  Refer to [Messaging Platform Alerts (110103)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3dcf7c9-3cc9-4864-b6c1-165416474fa1) and [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471).   * Using MP or the web will notify the member if there is a delay in processing their order. * Do not provide the member with a general shipping time frame, as this will vary depending on shipping method and geographic location of the member. * Once the order ships, the member can use the tracking number to determine how long it will take for the order to arrive. * Members can track their orders by going to Caremark.com. * Orders will ship via USPS or UPS. * Orders shipped using USPS can be also tracked online at USPS.com or by calling **1-800-222-1811**. UPS orders can be tracked online at UPS.com or by calling 1-800-PickUPS.   Tracking information may not display for up to 2 business days after shipping date.  Refer to [[Shipment Tracking by Carrier Website (092227)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eba6db9b-ee3f-4d67-a3a2-1e4ea850624a)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eba6db9b-ee3f-4d67-a3a2-1e4ea850624a). |

[Top of the Document](#_top)

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| Consolidated Orders |

Prescription orders for a member and/or members’ household can be consolidated with one another. PeopleSafe displays a status of “Consolidated” on the Order Status screens and a status of CNSLD (consolidated) on the Reship, Order Level Comments and Communication History screens. The affected orders keep their original order numbers but will be shipped together.

HIPAA and state regulations are carefully followed so that our members’ personal health information (PHI) is not compromised. The Mail Order facility will work within a set of rules to determine if there are any orders being sent to the same address that can be consolidated with one another.

Consolidated orders are not sent if the receiving member is not an authorized party on the other member’s account or if members share an address but have different accounts.



**Examples:**

* Two adults may not be consolidated into a single unless permission has been granted.
* Parent and child medications may be consolidated into a single shipment.

Orders are not held to consolidate them into one shipment. Order processing turnaround times are not affected by this change.

**The following includes details about how PeopleSafe and the Outbound IVR reflect consolidated shipments and FAQs for the Customer Care Representative:**

When orders are consolidated and shipped together:

* The Main Screen displays SHIPPED under the column labeled Status Date/Status:



* The Order Status Screen displays SHIPPED - CONSOLIDATED under the column labeled Status Date/Status:



* The Order Status, Reship, Order-Level Comments and Communication History screens displays the following consolidation statuses if we have shipped or plan to ship multiple orders together. Order Statusvalues include:

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| **Status** | **Meaning** |
| **ENTERED-CNSLD** | The order is in Entered status and will be Consolidated. |
| **ENTERED-EXPEDITED-CNSLD** | The order is in Entered Status, has been Expedited and will be Consolidated. |
| **SHIP’D-CNSLD** | The order has Shipped as part of a Consolidated order. |
| **REJECTED-CANCELED-CNSLD** | The order was Rejected/Canceled and was going to be Consolidated. |

* The Order-Level Comments include order numbers for all prescription orders included in the consolidated shipment:



* Members will receive one outbound alert with the following information:

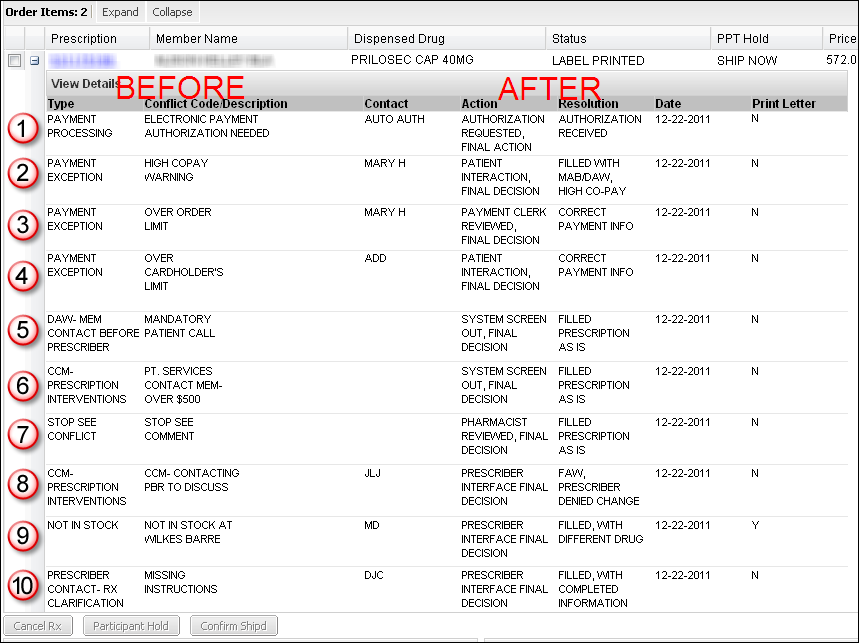
<#> of your prescription orders were shipped on <Date>. You will receive <#> prescriptions with this delivery.

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| **Question / Statement** | **Answer** |
| **Can the member opt out?** | No. Members cannot opt out of this consolidation process. |
| **What if I only see one order with a CNSLD status? Where is the other order(s)?** | Order-level comments for the order will indicate what other orders are Included in the consolidated shipment. |
| **Should I educate the member about order consolidation?** | If the member asks about the Outbound IVR notification, educate the member that we combine multiple orders into a single shipment when both recipients are authorized to receive information about each other’s account.  HIPAA and state regulations are carefully followed so that our members’ personal health information (PHI) is not compromised.  In most cases CCRs will not need to explain our consolidated shipment process in detail to the member. It is generally enough to communicate that the order has shipped (or will be shipping soon). |
| **Can the member see that the orders have been consolidated when they check the order status online?** | Consolidated orders will NOT have a special “Consolidated” status online.  The member will see the Shipped status for each order and consolidated orders will have the same tracking number and other details. |
| **Can I still make changes to a consolidated order?** | Yes, like any other order changes (expedite, cancel, edit, etc.) can be made as long as the order is still in process. |
| **Does shipping consolidation only apply to certain order methods?** | No, prescription shipments are considered for consolidation regardless of how they were received (**Examples: CCR**, IVR, Portal, eFax, DR phone call, mail etc.). |

[Top of the Document](#_top)

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| Interpretation of Order Status Details |

**MED D Only:**



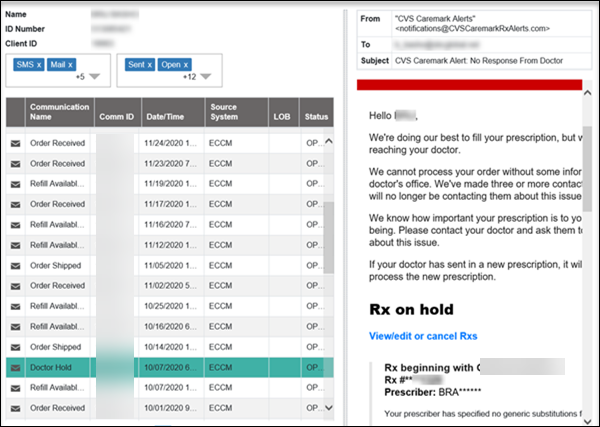
|  |  |  |
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| **#** | **Before** | **After** |
| **1** | The member included a credit card as a form of payment. | We received Auto Authorization to charge the credit card. |
| **2** | The member’s plan has a high copay alert to force a conflict for a call to the member. | Mary H called the member to see if she will authorize the charges to her credit card. The member agreed. |
| **3** | Since the order was over $250, we couldn’t send an invoice. | Since Mary H already talked to the member, refer to #2 above. The conflict was resolved and released from the queue. |
| **4** | The order was over the cardholder limit. Also, the member may have a balance due over 60 days. View Comments attached to the specific Order Number for amount. | Refer to #2 and #3 above. |
| **5** | The prescriber wrote for Brand only. The member’s plan is set up to call the member and ask if they would prefer the generic. | No call was actually made to the member. The conflict was overridden, and the prescription was filled as is. |
| **6** | The member’s plan is set up to call the prescriber to verify some information on this type of medication due to the high cost of the medication. For example, the prescription is over $500. CCM stands for Custom Care Mail. | No prescriber contact was initiated. The conflict was overridden, and the prescription was filled as is. |
| **7** | A CCR placed a Stop See Comment on the member profile. | The Stop See Comment was read, and the conflict removed to let the order process. |
| **8** | The member’s plan is set up to call the prescriber to verify some information on this type of medication. CCM stands for Custom Care Mail. | Prescriber contact was made, and prescriber denied making any changes to the current prescription. The prescription was Filled as Written, FAW. |
| **9** | The prescription was diverted to the Not in Stock queue because the medication was on back order or discontinued. | The prescriber was called to see if another medication could be dispensed. The prescriber changed the medication, and a letter was sent to the member informing them of the change in medication. |
| **10** | When the original prescription was sent in; the prescriber did not write directions for how to take the medication. | The prescriber was called and provided the missing instructions. |

**Excessive Day’s Supply:** The day’s supply is initially calculated by dividing the prescribed quantity by the directed daily dosage. This number may exceed plan limitations, particularly items dispensed in unbreakable packages. As part of the dispensing process, a pharmacist will review and adjust the prescription to align it with plan allowances. A new prescription is not necessary.

**Not In Stock:**  Refer to [Compass – Search for CVS Retail Inventory and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c).

 In some instances, members may call in about an email received due to doctor hold on prescription. If the caller indicates they have received an outbound communication from mail order pharmacy, open and view the item.

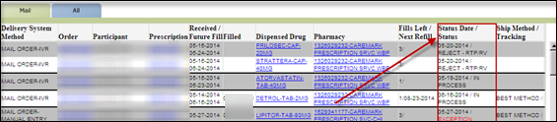
* Ask probing questions.
* Thank the caller for providing the information.



[Top of the Document](#_top)

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| Order Status Reference Table |

The following reference table provides information about order status codes found on the **PeopleSafe** **Main** **Screen**.



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| **Status Date / Status**  **(Main PeopleSafe Screen)** | **Comments** | **Potential Talk Tracks** |
| **Exception** | * Order has exceeded an “internal due date.” This date is set by client expectations and can vary and it could be within two business days.     Do not communicate this date to members.   * It does not mean there is something wrong with the order. Do not cause the member alarm until you have checked all the details on the Order Status screen. * Review the Order Status screen to identify the reason for the delay and advise the member accordingly. Refer to [Order Status Payment Exceptions (021319)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445b2dd4-59b7-4ddb-bd4e-b15b3b665989). |  |
| **IN PROCESS** | * Displays when a Home Delivery/Mail Order has no payment-related issues and is within the normal internal processing timeframe.   **Example:** The “Due Date” shown on the Order Status screen has not yet been reached. The “Due Date” is the last date the Rx would ship if there were no issues, although at times it may ship sooner than that date.   * Advise the member the order is in process. If prompted for details, review the Order Status screen, and advise accordingly. Refer to [Step 5 for accessing the Order Status screen.](#Orderstatus5) | We have your prescription, and it is currently going through normal processing. However, your prescription is a CII controlled substance and may require additional processing time.  **CCR:** The hard copy is mailed from the receiving ROCC to the dispensing pharmacy (WBP is the dispensing site for CII medications). The ADV line will be resolved when the CII hard copy prescription is received and validated at the dispensing site. |
| IN PROCESS – with Future Fill Date | * Future Fill orders will display a future date under the Received/Future Fill column on the Main screen, as well as the status of “Future Fill” on the Order Status screen.   **Note:** If a Future Fill order displays the delivery system “MAIL ORDER – ACT,” then it is associated with the Auto Refill Program (ARP). Refer to [PeopleSafe - Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de).   * Orders that are in Future Fill should not be expedited using the Expedite button on the Order Status Screen. The order will be released when the fill date is reached. * Inform the member that the prescription is not eligible to be filled yet and inform them of the date the order will start processing. Refer to [Order Status](#_Various_Work_Instructions). |  |
| **Manage/Resolve Diverts-Immediate Release** | * If a member received a call and is calling back, identify why the order is being held and which Divert Order is applicable:   + Payment Diverts   + Participant Services Diverts   + Future Fill Diverts   + Pending Prior Authorization * Refer to [PeopleSafe - Manage/Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124). |  |
| **Moved - VOID +REISSUE** | * Prescription was moved to another order. Check for a newer order for the medication. It should have the same prescription number. * If the member was expecting multiple prescriptions in one order, let them know that they will receive two (or more) shipments. | Your order is going through the normal processing and should be delivered to you as soon as possible. |
| **Payment Exception** | There is a payment issue. Look up the details on the Order Status screen and ask the member for the necessary information to resolve the issue.  Refer to [PeopleSafe - Order Status- Payment Exceptions (021319)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445b2dd4-59b7-4ddb-bd4e-b15b3b665989). |  |
| **REJECTED-CANCELED-CNSLD or CONSOLIDATED** | The order was rejected/canceled and was going to be Consolidated. | Your order has been cancelled. |
| **Reject Hold/ Reject DPR Hold/ RTP** | * Indicates the prescription has been placed on Indefinite Hold. Refer to [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc).   ­  **Example:** Possibly due to [Delayed Prescriber Response](#_Delayed_Prescriber_Response), High co-pay, DAW, partial authorization, and order over aged limit or cardholder balance.   * Advise member that when their prescriber responds via phone or fax, the prescription will be taken off Indefinite Hold and processed. * An RTP letter will be sent to the member explaining why Rx was not filled.   Refer to [Call Handling – Return to Member (RTP) (008384)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ea8d8c94-3850-4ec6-9f77-8b579abea68b).  **Example:** Drug not covered or not available for Home Delivery/Mail Order. | We have contacted your prescriber for clarification of information about your prescription. Pending a response from them your order is on an Indefinite Hold status.  You may want to contact your prescriber and let them know we are attempting to contact them via phone and / or fax. |
| **Shipped** | Orders in the PeopleSafe Main Status Date/Status column only represent the shipping label print date and not the actual Ship Date.   * The Order Status Screen represents the Actual Shipping Status. * To view the actual shipped date, click on the **order number** hyperlink on the Order Status screen.     **Ship Date Screen**  **MED D Only Note:** If unable to clearly understand the Order Status Details that are provided, contact the [MED D Senior Escalation Team (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) for assistance with contacting the dispensing pharmacy. |  |
| **Delivery System Information** | This chart displays the method in which the order was placed: |  |

[Top of the Document](#_top)

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| Order Status Screen |

The following Order Status information should be used when viewing order status on the Order Status Screen in PeopleSafe.



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| **Order Status** | **Comments** | **Potential Talk Tracks** | |
| **Adjudication Accepted** | No problems order ready to go into Ready Label. If an order remains in this status, check for payment or eligibility problems.  **Notes:**   * If a payment issue, verify payment method, update credit card, etc. * Refer to [PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352) for time frames. | Your order is in the last stages of processing and is awaiting the billing process to be completed. After billing is complete, the order will be shipped to you.  Your order is being processed and upon completion of payment, will be sent to you as soon as possible.  When we receive the information needed and the order has been completed, you should receive your order as soon as possible. | |
| **Adjudication Diverted** | Possible payment, eligibility, plan, or prescription clarification needed. Also, it may have additional problems such as: Not in Stock, Prescription Contact - Prescription Clarification or Potential RTP conflicts.  Check inside conflicts, problems and comments under the Order Number and Prescription Number for details. | Your order is in the last stages of processing and is awaiting the billing process completion. After billing the order will be shipped to you.  When we receive the information needed and the order has been completed, you should receive your order as soon as possible. | |
| **Adjudicated Error** | System Error - Check the conflicts, problems and comments under the order number and prescription number for details.  Some Orders stick in Adjudicated Error due to NDC issues or Prescriber’s license number.  If no information is found, submit an Order Status- Expedite Order in Process task.  Refer to [Expediting Home Delivery Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76). | Further clarification of the information provided on the prescription is necessary before processing can proceed. The order will be shipped to you upon completion of that process.  When we receive the information needed and the order has been completed, you should receive your order as soon as possible. | |
| **ADV (Open/In Process)** | **TP2** isthe queue that holds the Controlled Prescription Review.  **If the TP2 line is resolved:**  No questions for prescriber, order awaiting fill in WBP. If an order remains in this status after 2 business days, expedite the order in process task that is to be worked by member services directly.  **If the TP2 line is “in process”:**  Outreach was made to prescriber for verification of information. Awaiting prescriber response. If an order remains in this status after 2 business days, contact the Escalation Team for assistance with contacting WBP ADV team.  **MED D Only Note:** Refer to [MED D - When to Transfer Calls to the Senior Team (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77). | We have your prescription, and it is currently going through normal processing. However, your prescription is a CII controlled substance and may require additional processing time.  **Note:** The hard copy is mailed from the receiving ROCC to the dispensing pharmacy (WBP is the dispensing site for CII medications). The ADV line will be resolved when the CII hard copy prescription is received and validated at the dispensing site. | |
| **Awaiting Acceptance** | May require checking for inventory problems such as a special manufacturer request by the member or medication may not be available.  **Note:** Refer to the back-order drug list: <http://sapmmreports.caremark.com/shortage_rpt.htm>.  This Order Status may also indicate that we are missing a payment method.  **Note:** Refer to [PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352) for time frames.  Check claim order comments. There may be an estimated arrival date of medication in the comments. | Your order is currently checking for inventory. We will do our best to have your order delivered as soon as possible withing the normal processing time.  When we receive the information needed and the order has been completed, you should receive your order as soon as possible.  We are having issues obtaining stock currently. The estimated arrival date of your medication to our pharmacy is <date from comments>.  **Note:** If order is escalated, not on the back-order list, or have claim order comments, and has been in Awaiting Acceptance for greater than 24 hours, send email to the AWACC leads for an update.   * If the order is in CHI, email CHIAWACC\_LEAD. * If the order is in WBP, email WBAWACC\_Lead. | |
| **Complete Accepted**  **PAID EXTERNAL ADJUDICATION – COMPLETE ACCEPTED** | Order has shipped. | Your order has shipped you should be receiving it within the normal timeframe.  **Note:**   * If a tracking number is available and applicable, offer to track shipment for the member. Also offer the tracking number to the member.   Tracking information may not appear for up to 48 hrs. after shipping date.  Refer to [[Shipment Tracking by Carrier Website (092227)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eba6db9b-ee3f-4d67-a3a2-1e4ea850624a)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eba6db9b-ee3f-4d67-a3a2-1e4ea850624a).   * Provide time frame according to [[PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). | |
| **ENTERED-CNSLD or CONSOLIDATED** | The order is in Entered status and is being Consolidated with another order. | Your order is going through the normal processing and the prescriptions will be consolidated into a single shipment. It should be delivered to you as soon as possible. | |
| **ENTERED-EXPEDITED-CNSLD or CONSOLIDATED** | The order is in Entered Status, has also been Expedited and will be Consolidated when shipped. | Your order is going through expedited processing and the prescriptions will be consolidated into a single shipment. It should be delivered to you as soon as possible. | |
| **ERROR EXTERNAL ADJUDICATION – ACCEPTED** | System Error - Check the conflicts, problems and comments under the order number and prescription number for details.   * If no information is found, submit an Order Status-Expedite Order in Process task. Refer to [Expediting Home Delivery Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76).   **Note:** Provide time frame according to [[PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)  Refer to [Order Status](#_Various_Work_Instructions). | Icon - Conversation Your order is going through the normal processing and should be delivered to you within… | |
| **EXTERNAL ADJUDICATION – ADJUDICATION ACCEPTED** | Rx is accepted by internal adjudication but still requires external processing through a third party. Confirmation of coverage must be received first from the third party before we can finish processing the order.  **Note:** Provide time frame according to [[PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). | Icon - Conversation Your order is going through the normal processing and should be delivered to you within… | |
| **EXTERNAL ADJUDICATION – ADJUDICATION DIVERTED** | Rx has conflicts internally which need to be resolved prior to external processing through a third party.  **Note:** Provide time frame according to [[PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). | Icon - Conversation Your order is going through the normal processing and should be delivered to you within… | |
| **EXTERNAL ADJUDICATION – ADJUDICATION ERROR** | System Error - Check the conflicts, problems and comments under the order number and prescription number for details.  **Note:** If no information is found, submit an Order Status - Expedite Order in Process task. Refer to [Expediting Home Delivery Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76). | We are attempting to verify information provided on the actual script before processing can continue. Upon completion of that process your order will be shipped to you. | |
| **EXTERNAL ADJUDICATION – TRANSLATED DIVERTED** | Rx will require external adjudication. Diverted until adjudication is accepted by third party. Verify plan design, COB, pharmacy filling prescription.   * Advise member of proper number for adjudication information (**Example: Client**, benefit office, pharmacy). * If Prescriber Contact – Rx Clarification conflict: “We are currently verifying the information provided by your physician on the prescription.” | Icon - Conversation Your order is temporarily delayed for possible processing through your insurance, secondary insurance, etc. | |
| **EXTERNAL ADJUDICATION – TRANSLATED OK** | Rx will require external adjudication. Diverted until adjudication is accepted by third party.  **Note:** Provide time frame according to [[PeopleSafe - Order Shipping Turn Around Time (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). | Icon - Conversation Your order is going through the normal processing and should be delivered to you within… | |
| **Label Printed**   * PAID EXTERNAL ADJUDICATION – LABEL PRINTED | Tote assigned - all conflicts have been resolved and typically ships within two business days.  No changes can be made to an order once in Label Print Order Status. Changes such as shipping method, stopping order, address change, etc. cannot be made.  **Exception:** If the member is escalating or a PBM error has occurred, send a stop tote email, and advise the member we will attempt to edit the prescription(s) from being shipped, but there is no guarantee.  Refer to [PeopleSafe - How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451). | Your order is in the final stage of processing and will be shipped to you as soon as possible.  Refrain from telling the member their order will be shipping soon due to the “Label Printed” status. | |
| **Participant Hold Indefinite** | Prescription was placed on indefinite hold by the member.  Refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c). | Your order was placed on hold per your request on <date>. | |
| **Dupe Rx On Hold** | If Rx has been placed on indefinite hold and the Order Status is Dupe Rx on Hold, this is due to the Duplicate Rx Reconciliation process. The medication will continue to be rejected when ordered via PeopleSafe if it is more than 7 days from the refill due date.  If a member needs the Rx filled early, a Duplicate Therapy override will need to placed before a new order can be processed. Refer to CIF and [PeopleSafe - Plan Benefit Overrides (PBO) CCR (024671](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e)). Otherwise, the Rx can be refilled on the due date. |  | |
| **PARTICIPANT HOLD UNTIL** | Member requests a hold until a specific date. | Your prescription will be placed on hold and will start processing on <date>. | |
| **PBM Hold** | PBM Mail Service personnel may place a prescription on hold when circumstances prevent it from being filled.  Refer to [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc). |  | |
| **Ready for Label Print** | All conflicts have been resolved. Order is in the process of being dispensed. | Your order is going through the normal processing and should be delivered to you as soon as possible. | |
| **REJECTED EXTERNAL ADJUDICATION** – **ADJUDICATION ACCEPTED** | * External adjudication (third party) has rejected the Rx - internal adjudication has accepted the Rx. Check the conflicts, problems and comments under the order number and prescription number for details. * If no information is found and PeopleSafe indicates coverage from test claim, submit Order Status- Expedited Order in Process task.   **Note:** 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). | Icon - Conversation Your order has been processed and is proceeding through the billing portion of the process. Upon completion of payment your order will be shipped to you.  Icon - Conversation When we receive information needed and order has completed you should receive your order within… | |
| **Rejected RBP** | Previously shipped order that has been returned by the patient. Check comments for a Returned Goods Materials, RGM task. | Upon receipt of the script, you may want to talk to your prescriber about a possible alternative medication that is covered by your plan. | |
| **RTP Reversal**   * Rejected RTP Reversal | Returned to Patient. Check the conflicts, problems and comments under the Order Number and Prescription Number for details.  **Example:** Drug not covered or not available for home delivery. | Your order could not be processed due to conflicts with the order. Your prescriptions are being returned to you. A letter will arrive with the returned prescriptions explaining your options going forward. | |
| **SCANNED** | Prescription is in a scanned state but isn’t showing any details. CCR can expedite order to view the details. Refer to [Expedite Scanned Order](#_Expedite_Scanned_Order). | Your order has been scanned but the details of the prescription(s) have not yet updated. It is possible to view more information on what is in the order, this process will take approximately 3-4 minutes. | |
| **SHIP CONSENT** | Consent was received via one of the following methods to ship the order:   * Ship Consent Call (IVR) * Call to Customer Care (PeopleSafe) * Via Web (Caremark.com) | **If the contact date was…** | **Then…** |
| More than 2 business days ago | Check the status of the order on the **Main** screen. Refer to the [Order Status](#_Various_Work_Instructions).  We received your consent to ship your medication(s) through <method> on <YYYY-MM-DD>. |
| Less than 2 business days ago | Your medication(s) should ship within 5 business days. |
| **SHIP'D** | Inform member that the order has shipped and provide the ship date and method.   * Verify the shipping address of the order on the Order Status screen. * Click the Prescription Number on the Order Status screen to access the Prescription Details screen. * View “Status History” box to determine completion time of day.   If the member is asking for a real-time update of the mail order status and the tracking in PeopleSafe shows shipped, but UPS or USPS tracker shows that it is still awaiting the package, refer [Order Tracking from Chicago or Wilkes-Barre Facilities – Scandata Tool (051266)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=153ba3e0-913a-416f-a268-de8a40d56c5d).  **Reminders:**   * If an order is closed after 5:00 p.m. and is being shipped USPS/UPS, the order will be shipped the following business day. * For “2nd day delivery”, if the actual ship date is Thursday, shipping method will be changed to “Urgent next day” at no charge to member. A communication letter will be sent to the member informing them that we provided added service by prioritizing their order.   Refer to [PeopleSafe - Shipping Guidelines, Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) to determine estimated delivery time and exception shipping methods. The order was Shipped as part of a Consolidated order SHIPPED.  **Exception:** To Waive a Shipping Fee as a result of a PBM error, refer to [[PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8). | | |
| **SHIP’D-CNSLD or Consolidated** | The order has Shipped as part of a Consolidated order. | Your order is going through the normal processing and the prescriptions will be consolidated into a single shipment. It should be delivered to you as soon as possible.  If the order has shipped to an incorrect address, CCR can reach out to [[Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) for possible re-direct with shipping carrier.  **Exception:** To Waive a Shipping Fee as a result of a PBM error, refer to [[PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8). | |
| **Translated Diverted** | Check the conflicts, problems and comments under the order number and prescription number for details for possible eligibility problems and Not in Stock, Prescription Contact - Prescription Clarification, or Potential RTP conflicts. | Your order is going through the normal processing and should be delivered to you as soon as possible.  **Note:** If order has been in house more than 5 days and in Translated Diverted, advise member.  When we receive the information needed and the order has been completed, you should receive your order as soon as possible. | |
| **TP2 (In Process)** | Outreach has been made to prescriber for verification of information. Awaiting prescriber response.  If an order remains in this status after 2 business days, contact the [[Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) for assistance with contacting WBP ADV team.  **MED D:** Refer to [MED D - When to Transfer Calls to the Senior Team (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77). | Icon - Conversation Additional information is needed from your doctor in order for this prescription to be filled. The prescription will be held until your doctor provides us with the necessary information. | |
| **TP2 (RTP)** | Refer to EXTERNAL claim order comments entered by the TP2 pharmacist. Read only the EXTERNAL comments to the patient and/or prescriber’s office.    **Note:** Do not relay INTERNAL comments to the patient and/or prescriber’s office. These are for internal use only. | Refer to EXTERNAL claim order comments entered by the TP2 pharmacist. Read only the EXTERNAL comments to the patient and/or prescriber’s office.  **Note:** Do not relay INTERNAL comments to the patient and/or prescriber’s office. These are for internal use only. | |
| **Translated OK** | This is the beginning stages of normal processing. | Your order is going through the normal processing and should be delivered to you as soon as possible. | |
| **Void Error Reversal** | The order has been voided. Check for possible duplicate prescriptions, additional orders or if the order was reissued to another pharmacy. | Your order requires processing in another of our facilities. Possibly for reasons such as a controlled substance, specialty medication, etc.  It is going through the normal processing and will be shipped to you within the normal processing timeframe.  **Note:** For voided orders that need to be reprocessed, submit a [PeopleSafe - Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f). | |

[Top of the Document](#_top)

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| USPS For 10 Days or More: Order Shows “Pre-Shipment” or “In-Transit” Status |

**Some mail orders show shipped in PeopleSafe but on USPS tracking website will show in “Pre-shipment status” or “in transit status.”**

**Pre-Shipment** means the U.S. Postal Services has received pre-shipment information and is pending determination of a delivery date.



**In-Transit** means the package is being processed or transported to the next Post Office facility.



Refer to the table below for workaround scenarios:

|  |  |
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| **If…** | **Then…** |
| Order is a controlled medication | Send an RM Task to reship 14-day supply. Refer to Controlled Substance Reshipssection of [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6). |
| Member’s account is termed, and member is calling for reshipment | Send a Lost in Transit (LIT) Reship and add a note to RM Task: “LIT with no refills RM Task.” |
| Bridge Supply Order | Reship with Lost in Transit (LIT) RM Task. |
| In House Delayed | Send **Expedite Order in process task** to release and ship. Refer to [Resolution Manager (RM) Task Types and Uses (029980).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c) |
| All other medications (not including specialty) | Refer to Order Lost in Transit (LIT) section of [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6).  Do not email Participant Services for research, status check, or updates. |
| All other scenarios where member is calling due to order delays in USPS and status shows “Pre-Shipment” | Send a Lost in Transit (LIT) Reship and add a note to RM Task: “LIT with no refills RM Task.” |

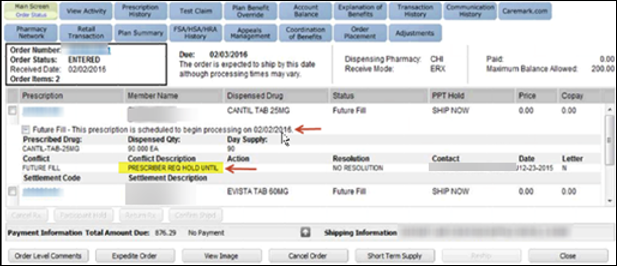
[Top of the Document](#_top)

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| Prescriber Requests Hold Until |

Prescribers cannot postdate a prescription. However, they can request the prescription not be filled until a specific date.

In result, only the prescriber will be able to release the hold by calling the Customer Care number **1-800-459-1907** and providing us with the order number.

* Refer back to [Delayed Prescriber Response/Prescriber Requests Hold (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44) if you need further information.
* The **Order Status** screen displays the prescription is in FUTURE FILL status and includes the date that the prescription is scheduled to begin processing.
* The Conflict Description column will display PRESCRIBER REQ HOLD UNTIL.



[Top of the Document](#_top)

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| Future Fill |

If an order contains one or more prescriptions that are too early to process, it will be held in the Future Fill queue until the prescription(s) are ready to be processed.

Member’s order is in Future Fill (FFL) status because it is still “too early to fill.”

Eligibility is determined in the following manner:

* 0 - 2 days = The entire order will be held until the remaining prescription(s) can be filled.
* 3 - 90 days = The order will be split and the prescription(s) not yet eligible will be held.

Refer to [Future Fill (Refill Too Soon) (007827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=554327a5-017f-4586-aa72-6cde5fc72fa8) and the Frequently Asked Questions below for further information:

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| **Question** | **Answer** |
| **What happens to controlled medications in the Future Fill process?** | Controlled medications are excluded from the Future Fill process. Any controlled medication prescriptions that are too early to fill will be returned to the member. |
| **Will Members receive a letter with the filled portion of their order informing them we are holding the rest of their order?** | No letter will be included. However, automated outbound calls will be made to the members advising them the order is being split. These calls also provide members with the date the order will become eligible to be filled. |
| **What happens to the payment when an order is split?** | The payment will be split and applied to the particular prescription being processed at the time. A credit balance will remain on the account if a check or money order is submitted. If a credit card is submitted, payment will be processed as order(s) are filled. |
| **Will Future Fill also include holding prescriptions that the prescriber has post-dated?** | No, these will not be included in Future Fill. Any post-dated prescriptions will be RTP’d. |
| **What happens if a prescription is held in Future Fill and then expires before being released?** | The system will recognize prescriptions which will expire and RTP them. These will not enter the Future Fill process. |
| **What happens when we are holding a prescription in Future Fill and the member’s therapy changes to another drug or dosage?** | When the prescription is released from being held in the Future Fill queue; the order will begin going through the Drug Utilization Review. DUR edits for any changes identified.  **Note:** If the member has not sent us a new prescription; we will fill the prescription. This occurs because we will not know their therapy has changed. |
| **What message will the member hear on the IVR when checking the status of an order and it is being held in the Future Fill queue?** | The prescription order for <drug name>, prescription number <number> was received by us on <date>. This prescription was received prior to the eligible refill date. |
| **What message will the member hear on the IVR when the order has been released and has begun processing?** | We began processing this prescription on <date>. You can expect to receive your order by <date>. |
| **What message will the member hear if we are still not at the date that is available for refill and have not begun to process it yet?** | The prescription order for <drug name>, prescription number (number) was received by us on <date>. This prescription is currently too early for refill but will be processed on <next available fill date>. You can expect to receive your order by <next available fill date +14 days>. |
| **What information can members access about Future Fill prescriptions on the Web and IVR?** | At this point in time, members can only access the status of a Future Fill order on the Web and IVR. |
| **Will refills be placed through the Web and IVR queue to Future Fill?** | Yes, refills placed through the Web and IVR will queue into Future Fill. This occurs automatically if the refill is requested before the next fill date. |
| **How do we cancel an order being held in the Future Fill process?** | Refer to [PeopleSafe - Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). |
| **We understand a vendor is making automated outbound calls to members to let them know we are holding orders / splitting orders. How can the member reach Customer Care?** | If the member presses 1, the call will be directed into Customer Care. |
| **What does it mean to consolidate orders?** | If the Mail Order facility determines that there are orders for a member and/or on a member’s account that can be consolidated with one another; then a single shipment is sent as a consolidated order to the member. Members will not be able to opt out of this consolidation process. |

[Top of the Document](#_top)

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| Delayed Prescriber Response |

The Delayed Prescriber Response, DPR functionality enables the Mail Order Pharmacy to place prescriptions, new or refills, into a hold status. Prescriptions placed in the Delayed Prescriber Response hold status are caused by errors and delays by the prescriber. This is not due to any error made by the Mail Order Pharmacy.

This alleviates the need to RTP the prescription when the prescriber does not respond to requests for clarification. For example, clarification may be needed for missing directions, illegible print, drug name, etc. When the prescriber responds, the Mail Order Pharmacy can create a new order with the corrected details.

* For Delayed Prescriber Response prescriptions, refer to [Delayed Prescriber Response/Prescriber Requests Holds (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44).
* **Medicare D Only:** Refer to [Med D – Delayed Prescriber Response/Prescriber Hold Process (107511)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ecdd6f9e-cbde-4226-a5df-50db47f4215b).
* **Medicare B medication:** Contact the Medicare part B team at **1-866-804-5880.**

**Inform the member:**

* Additional clarification is needed for the prescription and the pharmacy expects to receive a response from the prescriber soon.
* The prescription will be held until the prescriber provides us with the necessary information. The member can help expedite this process by reminding their prescriber to contact us.

Ensure you are looking for newly placed prescription orders. If multiple requests were placed for the same medication, it may result in placing ‘duplicate’ orders on hold or new requests to be seen as if the prescriber never responded when, in fact, they replied to a previous request.

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| **If the Prescriber…** | **Then…** |
| Did not receive the fax from us | Contact the Delayed Prescriber Response line at **1-800-459-1907** and ask that the request be resent to the prescriber’s office. |
| Received fax but has not yet responded  **OR**  Faxed back to us but not received | Ask the prescriber to refax it.  If the prescriber is calling and does not have the original fax, warm transfer to the Delayed Prescriber Response line at 1-800-459-1907 and select option 2. |
| Prescriber’s office is calling back due to a call from us to verify a prescription  **Example:** Missing information, illegible signature, etc. | Warm transfer the caller to the Prescriber Line at **1-800-459-1907** and select option **2**. |

**Notes:**

* A Future Fill date will be displayed on the Main screen as the prescription's expiration date.
* Delayed Prescriber Response prescriptions are not yet eligible for transfer to other pharmacies as they are incomplete and not yet valid prescriptions.
* Although similar to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c) and [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc) functionality; You are unable to release prescriptions held due to Delayed Prescriber Response. Only the Mail Order Pharmacy has this capability.
* Delayed Prescriber Response Prescriptions will not be RTP’d to the member although the member will be contacted and informed of the delay.
* Refer to [Being a Power House: Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776).

[Top of the Document](#_top)

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| Ghost Orders |

Icon - ImportantThe following information in **Step 1** of this section should not be discussed with the caller/member and is for internal reference only. Do not use the term “Ghost Order” with member.

Ghost Orders occur when the processing pharmacy alters the claim (**Examples:** Reverse claim or switch from brand to generic) and the change only takes effect on the Mail Order side (**Example:** Where the order is processed) but not the All-Claims side (Adjudication/processing).

**Exception:** To Waive a Shipping Fee as a result of a PBM error, refer to [[PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8).

Perform the following:

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| **Step** | **Action** | | |
| **1** | From the Main screen, select the **Mail**tab.  **Note:** The Mail tab reflects what is in RxClaim. Ensure you are on the Mail tab (and click the ‘All’ hyperlink button). This will ensure you are viewing all necessary information in regard to their Mail order itself. | | |
| **2** | Review Order Status for Rejected, Voided or Moved (Not Shipped) orders. | | |
| **3** | Determine the following: | | |
| **If…** | **Then…** | |
| The order has been “RTPd”  **Or**  Is on hold for “Refilled too soon” | 1. Select **All** Tab.   **Note:** The All tab reflects what is in Adjudication.   1. Verify a paid claim exists, either Mail Order or Retail.      1. Determine the following: | |
| **If…** | **Then…** |
| Mail Order paid claim is present | Contact the [[Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).  **Result:** They reach out to the pharmacy for a claim reversal. |
| A Retail paid claim is present  **OR**  No Paid claim is present | Proceed as usual. |
| **4** | Advise the member the issue has been resolved appropriately and to disregard any prior communication regarding this issue. Follow normal processing time guidelines. | | |

[Top of the Document](#_top)

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| Expedite Scanned Order |

To view the details of a scanned order, perform the following steps:

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| **Step** | **Action** |
| **1** | Identify scanned-in prescription and click the Order number. |
| **2** | Click **Expedite Order** on Order Status Screen.  **Note:** This does not expedite shipping or the 1–2-day process time to fill. To do that, 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). |
| **3** | Click **Ok** on the confirmation pop-up. |
| **4** | Click **Ok** on the “Expedite Order Request Submitted” pop-up. |
| **5** | Verify the order was expedited. |
| **6** | Return to the Main Screen and click **Refresh**.  **Note:** The order will still say scanned. You may have to refresh several times, typically between 1-3 minutes. Stay engaged with the member during this process.    **Result:** The order now shows in-process, and the details of the prescription can be viewed. |

[Top of the Document](#_top)

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| Related Documents |

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

[Log Activity and 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:** [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011) and [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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