# PeopleSafe - Identified as Duplicate Archive Error CCR

[Reminders](#_Toc168564099)

[Searching for a Member’s Duplicate Prescription](#_Toc168564100)

[Turn Around Time](#_Toc168564101)

[Related Documents](#_Toc168564102)

**Description:**  The process for when prescriptions are archived in error resulting in a mail order delay.

|  |
| --- |
| Reminders |

We receive millions of electronic and faxed prescriptions each year, this document will provide guidance when these prescriptions are archived in error resulting in a mail order delay.

To identify the issue, we are expected to ask probing questions. Most commonly, members will have an order awaiting prescriber response for renewal and will advise Customer Care agents that their physician has replied to the request. If a prescription has been received and archived in error, comments will be visible at the **member level** in PeopleSafe.

**** If comments are found, please assure members their prescription has been received from the prescriber and we will work to get it to them as quickly as possible. We should not blame the system or another team as this will decrease member confidence in our systems and processes. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) for options if a **short-term supply** is needed.

[Top of the Document](#_top)

|  |
| --- |
| Searching for a Member’s Duplicate Prescription |

Perform the steps below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | Navigate to member level comments and select the appropriate member, then click **Search**. | | |
| **2** | Look for any comments with the subject line: **IDENTIFIED AS DUPLICATE**.    **Notes:**   * We can only submit for rescan if the comments are within 365 days of today’s date for non-controlled medications. Controlled Substances will vary by state law. Review [Controlled Substance State Laws (004776)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=10965139-fc1c-42f6-92ac-7933d76a9117) to determine if a controlled medication is eligible for rescan. * If comments are beyond these timeframes, then a new Rx will be needed. Refer to [Obtaining a New Prescription for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) to initiate a new Rx request. * An **EPCS** (Electronic Prescriptions for Controlled Substances) cannot be restarted/rescanned under **any** circumstance. The prescriber will need to submit a **new** EPCS. | | |
| **If a Duplicate Prescription Comment is…** | **Then…** | |
| Located | Continue to **Step 3**. | |
| Not located | Advise member that no new Rx has been received from the physician's office. Proactively educate the member on options to obtain a prescription or access to their medication. | |
| **3** | Click **+** to read the notes for the comment. Collect the offending Rx Number and save it to your notepad. Proceed to **Step 4**.  Do not click ‘Expand All’. Expand the most recent dates first to determine which prescription is newest. | | |
| **4** | Navigate to the main screen and use the Rx Number search function to search for the offending Rx number. | | |
| **If the Offending Rx Number is…** | | **Then…** |
| The prescription you are looking for | | Create an order placement manual refill RM Task and notate the Rx was archived in error please rescan script. |
| Not the prescription you are looking for | | Advise member that no new Rx has been received from the physician's office. Proactively educate the member on options to obtain a prescription or access to their medication. |

[Top of the Document](#_top)

|  |
| --- |
| Turn Around Time |

1-2 business days

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

**Parent Document:** [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**