**PeopleSafe - Returned Orders**

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**Description:** Process for handling orders that have been returned.

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| Returned to Sender Orders |

 Since the MOR is a return to sender order, a reship letter will not be given.

If the order has been “Returned to Sender” perform the following steps:

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| **Step** | **Action** | |
| **1** | Determine if the tracking information indicates “Return to Sender.” | |
| **If…** | **Then…** |
| Yes | Proceed to the next step. |
| No | Refer to [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6). |
| Undetermined | Contact [Senior Team (016311)](file:///C:\Users\C102191\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\BSRFWJUP\TSRC-PROD-016311) to email the pharmacy for tracking details. |
| **2** | Verify member’s address and compare to the address we used to ship the order. | |
| **3** | Click on the **tracking number** to locate and review the shipping status of the package. | |
| **4** | * Inform the caller of the tracking status for the package being returned. * Inquire with member to determine the number of days’ supply they have on hand. * If more than a five-day supply, proceed to next step. * If member has less than five days’ supply on hand, complete RM Task below , then refer to [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57). | |
| **5** | * Confirm with the member the reason the package was undeliverable/returned, and what is needed to redirect the package to the member. * Send an RM Task for a Lost in Transit Reship:   **Note:** Verify no task is already in place before placing RM Task.   * + Navigate to the RM task tab in PeopleSafe and select the following to create a Reship RM Task:     - **Task Category:** Order Status     - **Task Type:** Order Lost in Transit     - **Queue:** Reships – Participant Services     - **TAT:** Up to 2 Business days   + Ensure you enter clear notes as to why package was undeliverable/returned and what is needed.   **Examples:**   * **Incorrect Address** – Per member Order <###> returned because sending to incorrect address. Please redirect to the new address: <# Street, City, State and Zip Code> * **Correct Address / No Forwarding** – Per member Order <###> returned because forwarding order filed too late with the post office. Please redirect to the new address: <# Street, City, State and Zip Code> * **Correct Address / Undeliverable** – Per member they have not moved, address on Order <###> is correct and they have no idea why post office returned. Please redirect package back to address on order/file: <# Street, City, State and Zip Code>. * **Correct Address / Accidental Refusal** – Per member was not aware that Order <###> could not be refused. Please redirect to address on order/file: <# Street, City, State and Zip Code> | |
| **6** | Copy the notes from the Order Reship RM task into the Order Level Comments for that order. | |

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| Reship Process for Prescription is “Discontinued/Internal Transfer Outbound” |

Before initiating any Reship, check the Rxs in question to ensure none have been “Discontinued/Internal Transfer Outbound”, which indicates the client is moving or terming at the end of the year.

* If Rxs are in a status of “Discontinued/Internal Transfer Outbound (D/C)”, open a Reship Task:
* **Task Queue:** Reship
* **Task Type:** Missing Rx in Order
* **Notes:** Discontinued/Internal Transfer Outbound
* TAT up to 2 Business days

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| Reshipping a Returned Order |

When an order is sent back to the pharmacy, the reason for the return (undeliverable or returned by member) will be visible on the **View Comments** screen as an “RGM Task.” The pharmacy processes the return according to the below scenarios.

**Notes:**

* If member has less than five days’ supply on hand, see [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57).
* If the client is Med D SilverScript (X9110) or a Third Party/External Adjudicated Client (identified by High Priority Comment), DO NOT create a reship order. For Med D SilverScript (X9110) open an [RM Task in PeopleSafe (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c). Third Party/Externally Adjudicated Client calls are always handled by their Dedicated Teams and are warm transferred. Refer to [Third Party Adjudicated Client (021138)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9ecbb165-160a-44c2-9acc-eee5c417edb0).

If a member contacts Customer Care to request that a returned order be shipped again, perform the steps listed below for the applicable scenario.

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| **Scenario** | **Status Shown in PeopleSafe** | **Customer Care Process** |
| Reship for a Prescription is “Discontinued/Internal Transfer Outbound” Due to Client Moving or Terming at the end of the Year | RGM Task in View Comments showing reason as undeliverable | Create an RM Task for order:   * **Task Queue:** Reship * **Task Type:** Missing Rx in Order * **Notes:** Discontinued/Internal Transfer Outbound |
| Order shipped to incorrect address and returned by shipping carrier as undeliverable | RGM Task in View Comments showing reason as undeliverable  **AND**  Order status displays as “RJ RBP” (Returned by Participant). | **Result:** Pharmacy contacts the member to obtain the correct address to reship the order. If order status is “RJ RBP,” this indicates the pharmacy did not receive a response from the member.  If order is in Future Fill, return by carrier, place order on hold and do RM task.  **To resend the order**, place the order on the Order Placement screen. (Just like a refill order.) |
| Order shipped to correct address, but was returned by shipping carrier as undeliverable | RGM Task in View Comments showing reason as undeliverable  **AND**  Order status is “CM ACC” (Complete Accepted). | Create an RM Task for Order Lost in Transit. Refer to Reship RM Task section in [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6). |
| RGM Task in View Comments showing reason as undeliverable  **AND**  Order status displays as “RJ RBP” (Returned by Participant). | Place the order on the Order Placement screen. |
| Order was returned by member without authorization (no mail tag sent) | RGM Task in View Comments showing reason as returned by member  **AND**  Order status is “CM ACC” (Complete Accepted). | Create an early refill task. Refer to [Plan Benefit Overrides (PBO) CCR (024671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e) for the complete process.  **Note:** Orders returned without authorization are not credited back to the member. The member will be charged for both the original returned order and the new order that is being placed. |

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| Related Documents |

[Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6)

[Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

[Log Activity/Capture Activity Codes (005164)](file:///C:\Users\DDavis6\Desktop\Subcommittee%20Review\Ready%20for%20Posting\CMS-2-005164)

[Customer Care Abbreviations, Definitions, and Terms (017428)](file:///C:\Users\C102191\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\BSRFWJUP\CMS-2-017428)

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

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