# PeopleSafe - Variable Fill

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**Description:** Information and instructions for a Variable Fill. When a member’s plan restricts the quantity of a medication, the member may be able to obtain a greater quantity via the Prior Authorization process. If the member received a Mail Service order for a reduced quantity due to the plan limitation, they may be able to receive the remainder of the originally prescribed quantity if the PA is approved. This remainder shipment is called a Variable Fill.

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| Reminders |

**Example:** Plan allows for once-a-day dosing for a certain medication without a PA. The prescriber writes a prescription for twice-a-day dosing for a quantity of 180 through the mail order pharmacy, but only the quantity of 90 is shipped due to the limitation. The prescriber later requests a Prior Authorization for the twice a day dosing, and the PA is approved and entered in the system. The member is eligible to receive a variable fill for the remaining quantity of 90.

Variable Fills are not to be confused with Bulk Up requests. In Bulk Up situations, the doctor wrote for the wrong days supply (**Example:** 30 instead of 90). Refer to [Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735). With a Variable Fill, the plan limitations are what restrict the quantity that can be dispensed.

**Notes:**

* Quantity limitations and prior authorizations are client-specific. Refer to the CIF and Plan Summary for details on whether or not a PA for quantity limits can be requested.
* Variable fills cannot be done for Controlled Substances.
* Variable fills can be requested within 90 days of the original ship date (120 days for NY).

**** The PA needs to be in effect on the day the request is submitted.

 In the event of a PA for Quantity Versus Time (QVT), the member needs to wait the full time limit to receive their full quantity unless the plan allows for a QVT Exception PBO. Refer to [Quantity Versus Time (QVT) (021696)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=81832d97-2dbd-48dc-b545-8a413e55450d).

**Icon - Important Information** Variable Fills are not permitted for any Med D clients.

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| Variable Fill Process |

Perform the steps below:

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| **Step** | **Action** | | |
| **1** | Check the original order to ensure that the reason the quantity was reduced is that the medication required Prior Authorization, but there was no PA on file at the time of dispensing.  **Example:** Plan allows quantity of 30, but prescription was written for 90 and reduced to 30. | | |
| **If…** | **Then…** | |
| Yes | Proceed to Step 2. | |
| No | Refer to [Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735) to determine if the member is eligible for a bulk up. | |
| **2** | Review the **Plan Benefit Override** screen for the member in question to ensure the PA has been entered. | | |
| **If the PBO has…** | **Then…** | |
| Been entered | Proceed to Step 3. | |
| NOT been entered | Determine if the Prior Authorization is in progress by reviewing the **View PA Status** screen. Refer to [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c).   * If the PA has not been initiated, refer to the CIF for the client’s Prior Authorization process. | |
| **3** | Return to the **Main** screen and click on the **Prescription Number** in question. | | |
| **4** | Click the **RM Task** button and create the following task as indicated below:   * **Task Category:** Rx Verification * **Task Type:** Courtesy Retranslation * **Queue:** Retranslation – Participant Services * **Notes:** “This is a variable fill. PA is now in place. Please send remaining quantity (specify quantity to be shipped)”.   If client is not Fill & Bill, include the method of payment within the task. | | |
| **5** | Advise the member the request has been submitted and that they may be charged an additional copay for the remaining quantity. Educate the member on a turn around time of 72 hours for the request, not including standard processing and shipping time for the order. | | |
| **6** | Offer the member a callback once the **Courtesy Retranslation Task** has been created. | | |
| **If member…** | | **Then…** |
| Accepts | | Follow the procedure for [Participant (Member) Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf). |
| Declines the callback | | Provide them with the Customer Care number located in the Client Information section of the CIF and advise them that they can call CVS Caremark 24 hours a day, 7 days a week to check the status. |

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| Resolution Time |

Up to 3 business days for the RM task to be handled, plus additional processing/shipping time for the order.

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| Related Documents |

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

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

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

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