# PeopleSafe IVR Refill Request with a Fully Authenticated Member

[Process](#_Toc155355183)

[Member Based Scenarios/Preventing Class One Errors](#_Toc155355184)

[Related Documents](#_Toc155355185)

**Description:** Provides the steps to follow when a fully authenticated member is connected to a CCR during an IVR refill request.

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| Process |

For instances where the **Refill Request** screen is opened directly, perform the following steps:

 If High Priority Comments exist and **PeopleSafe** bypasses the **Main** screen, these will still display on the **Refill Request** screen as it does today from the **Main** screen; if CCR returns to the **Main** screen, these High Priority Comments will **not** display.

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| **Step** | **Action** |
| **1** | Review the **Order Placement** screen.  **Result:** Available prescriptions selected within the **IVR** will be automatically checked on the **Refill Request** screen.    If prescription number(s) are **NOT** available on the **Refill Request** screen, the prescription number(s) will display next to the **Find** button for CCRs to copy, paste, and search for the prescriptions. This is due to the member placing the refill on the IVR, but not being selected on the refill screen. The prescription may not have any refills remaining or could be expired.  If you **leave** and then later return to the Refill Request screen, the prescription number(s) will no longer display next to the Find button. |

[Top of the Document](#_top)

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| Member Based Scenarios/Preventing Class One Errors |

**Note:** This document assumes that the caller is fully authenticated. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [HIPAA Grid (028980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for additional details.

Utilize and refer to as needed:

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| **Scenario** | | **Authentication** | **Additional Rx numbers listed next to the Find button** | **Example** |
| **Caller…** | **And…** |
| **Has available medications selected** | **DOES NOT want to add additional prescriptions to refill order** | **Verify Drug Name or Rx#** | **Yes** | **Representative:**  I see you have <number of prescriptions> selected.  **CCR Process:** Copy additional prescription numbers located next to the FIND button into the NotePad.  I see you have also requested <number of prescriptions>.  Would you like me to add them to your order?  **Member:** NO. |
| **NO** | **Representative:**  I see you have <number of prescriptions> selected. Would you like to add additional prescriptions to this order?  **Member:** NO.  **Representative:**   Would you like me to complete this order?  **Member:** YES. |
| **Caller has available medications selected** | **WANTS TO ADD prescriptions to refill order** | **Verify Drug Name or Rx#** | **YES** | **Representative:**  I see you have <number of prescriptions> selected.  **CCR Process:**  Copy additional prescription numbers located next to the FIND button into the NotePad.  **Representative:**  I see you have also requested <number of prescriptions>.  Would you like me to add them to your order?  **Member:** YES.  **CCR Process:** Enter additional prescriptions into the **FIND** button, typically these are no refills remaining, expired and or not refill within X amount of months. Follow existing processes when finding these additional prescriptions  **Representative:**  What’s the next medication name you would like to add?  **Member:** That’s all. |
| **NO** | **Representative:**  I see you have <number of prescriptions> selected. Would you like to add additional prescriptions to this order?  **Member:** YES.  **Representative:**  What is the **name of the medication you would like to add?** (**satisfying CTI authentication**)  **Member** provides medication name(s).  **Representative** completes refill request. |
| **Caller DOES NOT have any medications selected** | **WANTS to complete a refill order** | **Verify Drug Name or Rx#** | **NO** | **Representative:**  I see that you were trying to place refills. Is there a particular medication you would like me to refill?  **Member:** YES.  **Representative:**  What’s the name of the medication you would like to refill? |
| **Caller DOES NOT have any medications selected** | **DOES NOT want to complete a refill order** | **Verify Drug Name or Rx#** | **NO** | **Representative:**  I see that you were trying to place refills. Is there a particular medication you would like me to refill?  **Member:**  NO.  **CCR Process Note:** Exit to the **Main** screen to obtain the **zip code** for authentication. |

[Top of the Document](#_top)

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| Related Documents |

[HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce)

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

**Parent Documents:** [Authenticate Caller (CALL-0011)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[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)

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