# Being a Power House - Summarizing the Member’s Home Delivery/Mail Order Request

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 **Description:** Assists CCRs with how to summarize home delivery/mail order pharmacy calls in regard to Order Placement. This will ensure we are accurately listening, reviewing and confirming the member’s inquiries, and avoiding any potential errors.

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| Listening to Key Words/Phrases |

Below are some examples of when a member calls in regarding a Home Delivery/Mail Order pharmacy request:

* What is Home Delivery/Mail Order?
* I need to place a refill.
* I’ve never taken this medication; can you contact my doctor for a Home Delivery/Mail Order pharmacy prescription?

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| Probing |

Probing questions will help with fully understanding what the member is wanting.

* What is Home Delivery/Mail Order?
  + Are you currently on any maintenance medications?
  + What is the strength of your medications?
  + How many pills are you taking a day?
* I need to place a refill.
  + What is the prescription number?
  + What is the name and strength of the medication?
  + How much medication do you have on hand?
* I’ve never taken this medication; can you contact my doctor for a Home Delivery/Mail Order prescription?
  + Who is the medication for?
  + What is the name and strength of the medication?
  + How often do you take the medication?
  + What is your Doctor’s name, phone, and fax number?

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| Reviewing the Member’s Order |

 Reviewing the member’s order will ultimately avoid any confusion. When reviewing, verify the patient’s name (**Example:** Who the medication was prescribed for) and the following medication information with the member:

* Drug Name
* Dosage Form (**Example:** Tab, capsule, ER or extended release, etc.)
* Strength
* Quantity
* Days’ Supply

Inform the member of the number of available refills.

  It is imperative to review and confirm the order. Failure to do so may result in a **Class 1 Error** from filling the prescription for the wrong member or with the incorrect medication. Class 1 errors may pose potential danger to our members.

* What is Home Delivery/Mail Order?
  + Advise the member of what their plan allows them to have via Home Delivery/Mail Order (**Example:** Max day supply, medication type, etc.).
  + If available, provide 90-day supply options.
  + Provide a cost estimate of each medication in question.
* I need to place a refill.
  +  Review and confirm entire order (**Example:** Member name, medication information, and number of refills remaining).
  + Verify the shipping address & telephone number.
  + Provide the cost and disclaimer.
  + Review the Method of Payment (**Example:** CC type, last four digits of the CC, and expiration date).
  + Ask how much medication the member has on hand.
  + Provide TAT for refills.
* I’ve never taken this medication; can you contact my doctor for a Home Delivery/Mail Order prescription?
  + Verify that the correct person was selected.
  +  Review and confirm entire order (**Example:** Patient name and medication information).
  + Verify the shipping address.
  + Provide the cost and disclaimer.
  + Review the Method of Payment (**Example:** CC type, last four digits of the CC, and expiration date).
  + Provide TAT for doctor response and shipping.

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| Related Documents |

[PeopleSafe - Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a)

[PeopleSafe - Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c)

[Safeguarding Members with Quality and Care (Class 1 Error) (028175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3fd24302-2256-4302-8eb1-b4347f4faadd)

[PeopleSafe - Handling Maintenance Choice Calls (021863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3)

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

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