# Being a Power House: Talking to Members About Doctor (MD) Outreach

[Tips for Talking to Members](#_Toc197341635)

[Related Documents](#_Toc197341636)

**Description:** Provides information and tips about talking to members when they inquire either why we reached out to their doctor or why their order is being held due to more information needed.

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| Tips for Talking to Members |

* When a member asks, “Why has my order not shipped?” you may use the below talking points to encourage the member to reach out to their doctor if we are awaiting their response:

 I am looking through our notes and it does appear that we have reached out to your doctor’s office, but we have yet to receive the information needed to dispense your prescription. We can absolutely continue to make these attempts for you, and we may have better success if you were able to reach out to your doctor’s office, as well.

 We have not had success obtaining the information/prescription that you have requested. In my experience if a doctor’s patient reaches out along with our attempts, they answer in a timelier manner. Your doctor may not be aware that we are making an attempt to assist you with obtaining a prescription.

* We are in a partnership with our members, and we share equal responsibility for ensuring their health care. Reassure the member that we are going to do what we can to help them.
* Inform the member they need to call their doctor and advise Home Deliver is waiting on a response to our attempts. Also provide the Fast Start Rx fax number (**1-800-378-0323**) to help get information back faster. **Do not** provide 800-459-1907. This line is for DR offices only.
* Keep the member on the line and talk through research activity instead of placing them on hold while performing the research. Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).



* Remain positive and reassure our members that we will continue to make attempts to contact the doctor and with their help, we are confident that we can resolve the issue.



* If the caller has stated that they are out of medication, research to determine if their plan design allows some type of override assistance before offering it. This can help avoid setting unrealistic expectations and creating a negative member experience. Refer to [Locating a CIF in theSource (002189)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3e485d3f-7188-4e8f-9758-277698f363da).



* Research to determine if we have any other options to assist our members so that their therapy is not interrupted and to ensure that we are not increasing their stress. Refer to [Prescription Financial Assistance for Members (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c).



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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)

[Delayed Prescriber Response/Prescriber Request Hold (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44)

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