# PeopleSafe - Ship Consolidation (Same Day Shipments)

[Process](#_Process)

[IVR Status](#_IVR_Status)

[Member Web Portal Consolidated Orders](#_Toc174370678)

[Related Documents](#_Toc174370679)

**Description:** How the Mail Order facility will determine if there is more than one order for the same member’s address received on the same day that can be consolidated with one another. They will send a single shipment to the member. Members will not be able to opt out of this consolidation process.

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| Process |

** HIPAA and state regulations will be carefully followed so that our members’ personal health information (PHI) is not compromised.** The Mail Order facility will work within a set of configurable rules to determine if there are any orders being sent to the same address that can be consolidated with one another. Consolidated orders will **not** be sent if the receiving member is not an authorized party on the other member’s account, or if members share an address but have different accounts.

When prescription orders for a member and/or member’s household can be consolidated with one another, PeopleSafe displays a status as follows:

* Main Screen - **SHIPPED**
* Reship, Order Level Comments, and Communication History - **CNSLD**
* Order Status screen - **CONSOLIDATED**

The affected orders keep their original order numbers but will be shipped together.

This can include multiple orders for the same member or orders for multiple family members.

**Important Reminders:**



* Consolidated orders will **NOT** be sent if the receiving member is not an authorized party on the other member’s account or if members share an address but have different accounts.

**Examples:**

* Two adults may not be consolidated into a single unless permission has been granted.
* Parent and child medications maybe consolidated into a single shipment.
* Orders are **NOT** held in order to consolidate them into one shipment. Our order processing turnaround times are not affected by this change.

This document provides details about how PeopleSafe and the Outbound IVR reflect consolidated shipments.

To support this new Rx Ship Consolidation process, updates will be made to PeopleSafe and the Outbound IVR. Perform the steps below to review the ship status information:

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| **Step** | **Action** |
| **1** | Access PeopleSafe, search for and locate the member’s order. |
| **2** | Review the Status Date field for the status:  The Main Screen in PeopleSafe displays a new **Status** to support this change:   * **SHIPPED** The order was Shipped as part of a Consolidated order.     **Main Screen Mail Tab** |
| **3** | Access the Order Status Screen and review the Order Status value:  The **Order Status screen** values display as:   * **ENTERED -** CONSOLIDATED: The order is in Entered status and being Consolidated. * **ENTERED –** EXPEDITED - CONSOLIDATED: The order is in Entered Status and has also been Expedited and will be Consolidated. * **SHIP’D -** CONSOLIDATED: The order has Shipped as part of a Consolidated order. * **REJECTED –** CANCELED - CONSOLIDATED: The order was rejected/canceled and was going to be Consolidated.     **Notes:**   * The Reship, Order Level Comments, and Communication History screens in PeopleSafe display statuses. **Example:** **ENTERED** – CNSLD. * The Order-Level Comments will include order numbers for all prescription orders included in the consolidated shipment.     **Order-Level Comments** |

[Top of the Document](#_top)

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| IVR Status |

The Outbound IVR will also be updated to support the new Rx Ship Consolidation process. If the member’s orders were consolidated, they will receive one outbound alert with the following information:

**“<#> of your prescription orders were shipped on <Date>. You will receive <#> prescriptions with this delivery.”**

[Top of the Document](#_top)

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| Member Web Portal Consolidated Orders |

When members check their order status online, consolidated orders will NOT have a special “Consolidated” status. The member will see the Shipped status for each order, and consolidated orders will have the same tracking number and other details.

[Top of the Document](#_top)

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| Related Documents |

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

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

[Top of the Document](#_top)

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