# PeopleSafe - New Telephonic Rx Not Yet Translated

[Process](#_Toc162961771)

[Resolution Time](#_Toc162961772)

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**Description:** Process for when a Member calls to check the status of an order their doctor called in via the FastStart Team.

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| Process |

Perform the following steps to process requests for the status of “called-in” prescriptions:

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| **Step** | **Action** | |
| **1** | Verify Order Status by reviewing information found under **Status Date / Status** on the . | |
| **If the order...** | **Then...** |
| Has not been translated, it will display as SCANNED | Verify that the scanned order is a prescription received telephonically by performing the following:   * View the Verify Order Screen and the Receive Mode displays: PHONE.   **Result:** Once the prescription(s) have been translated, the prescription specifics will be viewable. |
| Is in “Scanned” status, but there is no drug detail information | Determine the date the order was received. |
| Was received **LESS** than 2 business days ago | Click on the **Expedite Order** button in the Order Status screen within PeopleSafe to view the details of the order.   * If the order does not display, recommend member allow at least 2 business days for order details to display in system and start processing. |
| Was received **MORE** than 2 business days ago | Create RM Task as follows:   * **Task Category:** Order Status * **Task Type:** Order Delayed in House * **Queue:** Order Status – Participant Services * In Notes box indicate:   + New Rx   + Medication Name   + Date order was called in   + Date it was received |
| **2** | Verify day supply of medication on hand.   * If insufficient to allow receipt of order, offer short-term supply at retail when appropriate and within plan limits. | |

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| Resolution Time |

2 business days

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| Related Documents |

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

[Log Activity/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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