# PeopleSafe - Refills from Prior PBM for New Client Prescriptions

[Process](#_Toc74764971)

[Related Documents](#_Toc74764972)

**Description:** Use when a plan member calls to request a refill on a prescription that was originally dispensed by a previous PBM.

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| Process |

Many new clients transfer existing mail order refills to our PBM from their previous PBM. These refills are located on the **Order Refills** Screen in the “Prior PBM Rx Number” column.

Controlled Substances and compounded medications will not transfer into our PBM from another PBM (they can transfer cross platform); therefore, members will need a new prescription for those prescription types.

**Notes:**

* Determine if a new Rx has been received or for a request that has been placed for a new Rx. If neither are there, encourage the member to initiate a request for a new Rx in order to speed up the process and prevent further delay.
* When using the Show Cost button, if the prescription shows as denied due to the following reasons, continue with the order.
  + M/I (missing/ invalid) quantity, package size
  + Diabetic Kit rules\*
  + Brand drug now has generic and is rejecting for invalid DAW\*
  + Prior Authorization denials\*
  + Future Fill Date
* Additional research is needed to verify coverage via test claims and CIF to inform the member accordingly.  Most Diabetic Kits require an RM Task. Refer to [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f). Once researched and reference completed,continue placing the order if applicable.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Obtain the prescription number(s) for refilling. | |
| **If Rx is...** | **Then…** |
| Active and has refills available, run test claim, advise member of any rejections    **Note:** Prescription numbers may have preceding single or double zeros. | Place order to refill Rx. Refer to [Prescription (Rx) Refill/ Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a). |
| Not active or has zero refills, run test claim, advise member of any rejections | Offer to initiate a New Rx Request. Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) or have the prescriber send in a new prescription. |

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| Related Documents |

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049), [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[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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