# PeopleSafe - Split Order

[Process](#_Toc178933364)

[Split Order Call Talk Track](#_Toc178933365)

[Resolution Time](#_Toc178933366)

[Related Documents](#_Toc178933367)

**Description:** Used to split an order that has two or more prescriptions (Rx) in process which is delayed due to concerns with one or more prescriptions.

|  |
| --- |
| Process |

**Note:** A member’s order will be split if for multiple prescriptions and in-house five days or longer. Courtesy calls are made on the 6th day.

Perform the following steps:

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | Verify for which prescription/order the member is calling and determine if the order has been split. | | |
| **If…** | **Then…** | |
| Yes | Refer to [Split Order Call Talk Track](#_Split_Order_Call) for a sample version of what to advise the member. | |
| No | Proceed to next step. | |
| **2** | Verify the order status and identify any current or potential causes of delays, such as a medication backorder, DPC, Prior Authorization or Clinical Intervention. | | |
| **3** | Verify the number of days the order has been in process, and how much medication the member has on hand.  **Note:** Orders with new prescriptions in a split order utilize the following guidelines:   * Rx(s) eligible to fill within 0-2 days: Order is put on hold until all remaining Rx(s) can be filled. * Rx(s) eligible to fill within 3-90 days: Order is split and the Rx(s) not yet eligible will be held and sent separately when they are ready to process. | | |
| **If order has been processing for…** | | **Then…** |
| MORE than five calendar days AND member has MORE than five days’ supply on hand | | Proceed to next step. |
| MORE than five calendar days AND member has LESS than five days’ supply on hand | | Proceed to next step and explore options for obtaining a local supply at a retail pharmacy. Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af). |
| LESS than five calendar days  (Regardless of supply of medication on hand) | | Advise the member the order is in process and inform them of any potential issues.  **Examples:**   * If Prior Authorization (PA) is in process, check the status of the PA and advise accordingly, such as a form has been faxed to their prescriber’s office. * If manufacturer back order, the member may want to speak to their prescriber about prescribing an alternative. Also, explore options for obtaining a local supply at a retail pharmacy. |
| **4** | Verify the address to which the order needs to be shipped. | | |
| **5** | Verify the shipping method that the member would like to use and indicate any applicable shipping fees associated with that carrier in comments. | | |
| **6** | Click on the Order number that the member needs to be released, then create an RM (Resolution Manager) task as follows:   * **Task category:** Order status * **Task Type:** Split order * **Queue:** Order Status – Participant Services * In comments, indicate which medication(s) need to be split, the reason for the order to be split and the day supply of medication the member has on hand.   **Notes:**   * All fields with an asterisk (\*) need to be filled in. * C2 medications cannot be split from an order.   **Result:**  Participant Services manually splits and expedites the order. | | |
| **7** | Make sure the member is set up for [Messaging Platform Preferences (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471). A notification will be sent to the member when the mail service order is in process. | | |

[Top of the Document](#_top)

|  |
| --- |
| Split Order Call Talk Track |

 I show that your recent order contained more than one medication. <insert medication name> cannot be obtained in a timely manner. To avoid an extended wait time for you, we have processed and shipped your other medication(s) and will ship the <insert medication name> as soon as the processing is complete. Is there anything else that I can assist you with today?

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

Up to Three (3) business days

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (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)

[Top of the Document](#_top)

Not To Be Reproduced or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**