# Auto Refill Program (ARP) Including Questions and Answers

[Reminders](#_Toc127259822)

[Presenting the Opportunity](#_Toc127259823)

[Key Message Points](#_Toc127259824)

[Suggested Script](#_Toc127259825)

[Overcoming Objections](#_Toc127259826)

[Notification Questions and Answers](#_Toc127259827)

[Turn Around Times Questions and Answers](#_Toc127259828)

[Prescription Changes (Cancelling, Returning and Updating) Questions and Answers](#_Toc127259829)

[Caremark.com Questions and Answers](#_Toc127259830)

[Order Delivery / Order Issues Questions and Answers](#_Toc127259831)

[Enrollment Questions and Answers](#_Toc127259832)

[General Program Questions and Answers](#_Toc127259833)

[Mail Front End Rx Processing Questions and Answers](#_Toc127259834)

[Consulting with Member on the Phone – Questions and Answers](#_Toc127259835)

[Strategic Decision-Making Questions and Answers](#_Toc127259836)

[Related Documents](#_Toc127259837)

**Description:** Talking points to use when presenting the Auto Refill Program (ARP) to members.

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| Reminders |

This Auto Refill Program (ARP) is:

* Designed as a convenience tool for plan members to automatically receive refills of specific mail service prescriptions.
* To participate in the program, members can enroll a prescription (Rx number) in one of two ways:
  + Online at Caremark.com
  + Calling Customer Care
* Program features:
  + **Automatic Refill (AutoRefill) -** <PBM Name> Mail Service Pharmacy sends prescription refills automatically to members when due. Members may cancel refill orders, if needed.

[Top of the Document](#_top)

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| Presenting the Opportunity |

CCRs can listen for member’s verbal signals to present an opportunity for the Auto Refill Program (ARP). When speaking with callers it is important to listen for cues such as:

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| **The Member Says…** | **The CCR Responds…** |
| “I always **forget to (mail) order my prescriptions** on time”  “I take **too many prescriptions to remember** when or what I need”  “**I never know** when it is my last refill”  “I am **very busy** and don’t ever have to time to call in”  “**Automatic**”  “Every time I try to **refill through the IVR**…” | Well, let me tell you about our Auto Refill program…  Refer to the [Suggested Script](#_Suggested_Script) for information on presenting this opportunity. |

Remember, if the right opportunity doesn’t present itself, use [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) as your guide to consult with members by educating them on products and services.

[Top of the Document](#_top)

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| Key Message Points |

The following are key message points that should be stated to the member:

**Opportunity**

 Your prescription is eligible for our automatic prescription refill service, Auto Refill Program (ARP).

**Benefits**

* Medication adherence - helps you stay on your maintenance medications as prescribed.
* Saves time - No need to contact us each time you need a refill.
* Convenience - We’ll contact your doctor to get a new prescription when needed.
* No extra charge for service.
* Freedom to cancel at any time.

**Action (Active Choice)**

 Have your prescriptions refilled automatically or continue to refill your prescriptions yourself each time.

[Top of the Document](#_top)

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| Suggested Script |

The following suggested script may be discussed after successful authentication.

**Transitional Statement**

 We have an automatic refill program to help ensure you don’t run out of your medication. We’ll send you an email, call, or text 23 days before your refill is due. Once you receive that message, you have 16 days to cancel or make changes to your order before it is processed and shipped to you. And when your prescription expires or is out of refills, we will contact your doctor to get a renewal.

 Would you like me to enroll your eligible prescriptions in Automatic Refills?

**Note:** Refer to eligible prescriptions by drug name and Rx ID number when speaking with members to help them understand which of their prescriptions can/will be enrolled in the Auto Refill Program.

**Note:** The term “automatic renewal” is not well understood by members. For the campaign we will bundle automatic refill and renewal into a single description for the member. If the member agrees to enrollment, enroll the member in both Automatic Refill and Automatic Renewal.

**Benefits**

 When you choose automatic refills, you’ll save time by not having to call or go online to place an order. We will manage the refills of your prescriptions automatically so you can maintain your prescription regimen. We’ll contact you before we send an order so you always know when your refill is coming, and if you need to cancel, you can. There is no charge for this service.

**Program Information**

**Note:** Refer to [Auto Refill Program (ARP) - Auto Refill Program (ARP) Enrollment Criteria section (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de) and [Promoting the Auto Refill Program Benefit to Members (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de) section for information on program eligibility.

 According to our records, you have a prescription for <DRUG NAME(S)> that can be automatically refilled through our Auto Refill Program service. It will only take a few minutes to enroll you in the program. Would you like me to take care of this for you?

Wait for member to acknowledge permission to enroll and register outcome in HEE. Refer to [Health Engagement Engine (HEE) (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0)*.*

 Great! First let’s make sure you are signed up to receive automatic notifications for your prescriptions. If you have not already done so, you can choose to receive alerts via phone call, email, or text message. This will ensure that you are aware which prescriptions are heading your way in case you need to make any changes to your orders.

**Refer to:**

* **Enroll member in CMP Messaging:** Perform the process as listed in [Handling CMP Inquiries (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471)
* **Enroll Member in Auto Refill:** Perform the process as listed in [Auto Refill Program (ARP) Auto Refill Program Enrolling a Member’s Prescriptions in Auto Refill Program (ARP) Section (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de)

 The automatic refill options are available for common maintenance medications, such as those that are taken for chronic conditions or for long-term therapy. Certain medications, such as controlled substances, are not included in the auto refill programs.

 Approximately two weeks prior to the last day of your current medication supply, we will contact your prescriber’s office to obtain a prescription refill. If the refill is declined or if the prescriber is unresponsive to our request, we will contact you to let you know that you should follow up with your prescriber to obtain a new prescription and then submit it to Caremark. If your prescriber approves the prescription refill, we will process the order and send your medication.

 Thank you for enrolling in our Auto Refill Program (ARP). Please note that in addition to the automated messages you will receive, you may make changes to your Auto Refill Program prescriptions as well as see updates to your order on Caremark.com.

[Top of the Document](#_top)

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| Overcoming Objections |

Some members may have concerns about participating in Auto Refill. To address these concerns, refer to the [Auto Refill Program Overcoming Objections Index (086363).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ee4f7021-02e7-4b7e-9f76-6939af1a1145)

[Top of the Document](#_top)

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| **Notification Questions and Answers** |

Use as needed:

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| **#** | **Question / Answer** | | | |
| **1** | **How soon after I receive a prescription refill message will I receive my prescription?** | | | |
| **1A** | **Program** | **Rx Days Supply** | **Member Notification Date** | **Date Order Begins Processing**  **(during this time, ARP orders can only be canceled via PS)** |
| **Automatic Refill** | 90 only | 23 | 7 days prior to running out of meds |
| 0-89, 91 or greater | 23 | 7 days prior to running out of meds |
| **2** | **I received a refill message but never received my prescription. Where is it?** | | | |
| **2A** | I am more than happy to check on that for you.  **CCR Action:** Check eligibility as a refill notification might be sent before eligibility terms. If so, the order is cancelled because the fill date occurs after the member’s last day of eligibility. | | | |
| **3** | **I received a message that my order will be shipping. Why hasn’t it shipped yet?** | | | |
| **3A** | I am more than happy to check on that for you.  **CCR Action:**   1. The refill date may not have been reached. Check for comments at the prescription level to determine when the order will be created. 2. The doctor is not responding to refill request, advise the member we have contacted the prescriber, but they can contact them as well.  * If expired credit card on file or FSA card is out of funds, follow existing procedures to resolve the payment issue. | | | |
| **4** | **Why did I receive this communication?** | | | |
| **4A** | I am more than happy to check on that for you.  **Note:** Members may receive Auto Refill Program Opportunity letters with their order, indicating that one or more of the prescriptions within the order are eligible for the Auto Refill Program.  **CCR Action:** View the letter template on the Communication History screen. The letter is addressed to whomever the order was mailed to, but in PeopleSafe, it will only be visible under the cardholder (select the cardholder in the family drop-down box).   * If a member calls about the Auto Refill Program letter that they received, the CCR can view the template in PeopleSafe and walk the member through the letter and offer to enroll them in the program. | | | |
| **5** | **What is the relationship between you and my health plan/employer?** | | | |
| **5A** | Your employer or health insurance provider hired us to administer your prescription benefits. | | | |
| **6** | **What if I am enrolled in a different plan/group? What happens to my prescription?** | | | |
| **6A** | I am more than happy to check on that for you.  **CCR Action:** Review notes left by the pharmacy department to see that the pharmacy on the back end has transferred the script and shipped the order. They will leave notes on the account.  **Result:** MAIL ORDER – CSR and not Auto Refill Order on main screen of PS.  The medication was called in from the other account and will be shipped or has shipped already. | | | |

[Top of the Document](#_top)

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| **Turn Around Times Questions and Answers** |

Use as needed:

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| **#** | **Questions / Answers** |
| **1** | **How soon after I receive a prescription refill message will I receive my prescription?** |
| **1A** | **For Refills:** Once you receive notice that we are about to refill your prescription, you will have at least 15 days to cancel or make changes to your refill order. Your order will begin processing 7 days before you are scheduled to run out of medication and will ship from our pharmacy in 1-2 business days.  **Note:** The turnaround time above does not includeactual shipping time after it leaves our facility to when the member will receive their prescription. Encourage the member to use the tracking number once the order ships to determine how long it will take for the order to arrive. |
| **2** | **After I receive my refill message, how long will it take for the order to arrive?** |
| **2A** | You can expect to receive your prescription within four weeks of being notified. This program will help you keep track of your prescription supply so that you can maintain a sufficient supply on hand and avoid running out. Please keep in mind that prescription refills require authorization from the prescriber. Refill processing times may vary depending on your prescriber’s response times. |

[Top of the Document](#_top)

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| **Prescription Changes (Cancelling, Returning and Updating) Questions and Answers** |

Use as needed:

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| **#** | **Questions / Answers** |
| **1** | **How do I cancel an automatic refill?** |
| **1A** | We will notify you before processing your refill order through your selected method of communication (automated phone call, email-Ask for email address (if not already on file) or text message). If you select automated phone calls or text messages, you will also receive notice by U.S. mail and through the Secure Message Center on [www.Caremark.com](http://www.caremark.com/).  Once you receive this notice, you will have at least 15 days to cancel your order. If you do not cancel, your order will be processed, and we will alert you when your order is shipped.  You can cancel by logging in to [www.Caremark.com](http://www.caremark.com/) and visiting the Manage Prescriptions page, calling the toll-free Customer Care number on your prescription ID card, or by returning a cancellation form that we send to you (for clients that use caremark.com and for members not already registered on Caremark.com).  I’m going to send you an email with a personalized registration page on Caremark.com. You’ll be able to check an order status, order refills, and check drug costs and coverage. |
| **2** | **How do I remove/change a prescription that is automatically refilled through the Auto Refill Program (ARP) ®?** |
| **2A** | If you want to remove a prescription from the automatic refill service, log on to [www.Caremark.com](http://www.caremark.com/) and visit the Manage Prescriptions page. You can move your order date into the future or disenroll the medication from the Automatic Refill Program using the toggle. You can also call the toll-free Customer Care number on your prescription ID card, and we’ll make the change for you. |
| **3** | **Can I return an Auto Refill Program® prescription refill?** |
| **3A** | We do not typically accept returned prescriptions filled through Auto Refill Program®. Once the notification is sent that your order will be processed, you have at least 15 days to cancel your order, if necessary. If we do not provide you with at least 15 days to cancel, we will accept return of the prescription and credit your account. |
| **4** | **A medication was received for a member that is now deceased. What do I need to do to cancel this Rx?** |
| **4A** | **CCR Action:** If the member is deceased, dis-enroll their prescriptions at the request of the caller (whether or not they are the POA/executor of the estate). Add comments indicating who called and what was requested.  **Example:** “Spoke with member’s son, John Smith, who advised member passed and requested all auto refill cancelled.” |
| **5** | **My prescriber changed my medication. How do I remove the previous medication from the program and replace it with the new prescription?** |
| **5A** | You can log on to Caremark.com and proceed to the **Refill Prescriptions** page. Click on the box for your previous prescription to deselect it from the refill program. After deselecting the box, click **Continue** and proceed to the confirmation screen. Or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **6** | **If my doctor submits a new prescription for a medication that I have already enrolled into the Auto Refill Program, will the new medication automatically be enrolled?** |
| **6A** | Yes. LINKS reviews all incoming prescription based on 11 unique criteria shown below. This allows the mail pharmacy to capture renewal requests regardless of if the form or initial e-prescription renewal outreach message is used:   1. Same Patient (BNF\_ID) 2. Fill days within the look back days 3. Not deleted Prescriptions 4. Active Prescriptions (with discontinue date > current date) 5. Dispense Quantity 6. Units Per Dose 7. Doses Per Day 8. Days Quantity 9. Non-Compounds 10. Same GPI 11. Same Brand/Generic Indicator   If the new prescription and old prescription match on all criteria above, then ARP enrollment will be transferred from the old prescription to the new prescription and the old prescription will be discontinued. If the new prescription does not match all 11 criteria above it will be treated as a new prescription and not enrolled into the Automatic Refill Program. |

[Top of the Document](#_top)

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| **Caremark.com Questions and Answers** |

Use as needed:

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| **#** | **Questions / Answers** |
| **1** | **I tried to enroll my prescriptions in the Auto Refill program online, but the website said I was restricted from the program.** |
| **1A** | I apologize for the inconvenience; however, the goal of the auto refill program is to ensure that you automatically receive your medications when you need them. I will research the reason this is currently restricted.   * **Steps to Complete:** From the Order Placement screen hover over the grayed-out box next to the prescription the member would like to enroll and a reason for the restriction will appear.   + **Returned Prescriptions:**  Because you have returned prescriptions to us that were sent out as part of the auto refill program, this indicates that the automated program isn’t a good fit for you. For future orders, you will need to manually request the refills to ensure that you only receive your prescriptions when you need them.   + **Day Supply Restriction:**  This prescription has a day supply that does not meet the requirements for this program. For future orders of this prescription, you will need to manually request the refills to ensure that you receive your prescriptions when you need them.   + **Controlled Substance:**  There are a few medications that due to federal regulations cannot be enrolled into this program. For future orders of this prescription, you will need to manually request the refills to ensure that you receive your prescriptions when you need them.   + **No Refills Remaining:**  A prescription is not eligible for the Auto Refill Program if there are no remaining refills on the prescription. |
| **2** | **My prescription is enrolled in the Auto Refill program online and I was due to receive it, but the order has not been processed.** |
| **2A** | Our Auto Refill scheduler will look at previous shipped orders for the medication to determine if you may have accumulated too much medication. This is typically when 75-80% of the medication or a 365 day lookback has been used but the trigger threshold can vary from client to client. If so, the next auto refill order will be rescheduled for a later date. When this occurs, an automatic comment is added at the prescription level indicating the new auto refill date.  **Note:** Look in the CIF or the Plan Summary Tab for more details of the utilization rate based on the rejection code(s) shown. |

[Top of the Document](#_top)

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| **Order Delivery / Order Issues Questions and Answers** |

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| **#** | **Questions / Answers** |
| **1** | **What should I do if my prescription doesn’t arrive as scheduled?** |
| **1A** | You can log on to Caremark.com and click on “Refill Prescriptions.” Or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **2** | **Can this medication be expedited?** |
| **2A** | I’ll take a look to see what options we have to get your medications sent to you sooner.  **CCR action:** Refer to [Manage / Resolve Diverts – Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124). |
| **3** | **I have too much/ not enough medication on hand.** |
| **3A** | I’ll take a look to see what we can do about that.  **CCR action:**   * **Situation A (not enough):** Refill order in process and doctor sends in a new prescription fax instead of replying to refill fax which creates two orders. This also causes the new fax to go into future fill delaying the member’s order.   **Resolution:** Run test claim for medication.  **If the test claim pays and the member wants the medication sent out now:**   * Use [Manage Diverts (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124) process to release order from Future Fill. * If the member wants the medication held until a later date or placed on hold until they call to order due to too much medication on hand refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c). * Cancel the second order that is still in processing and awaiting a returned fax from the Doctor. Refer to [Cancel Order, Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f).   **Note:** Place the open order Rx on INDEFINITE HOLD prior to canceling the order. This will ensure we can make changes to the Auto Refill Program moving forward with the new Rx number.   * **Situation B (too much):** Member receives duplicate orders of same medications.   **Resolution:** Ask member to keep medication and send a Payment Dispute task to have billing deferred on second order for three months. Validate whether or not the order was generated from the Auto Refill program and whether or not there are multiple prescriptions for the same medication. The program should show duplicate prescription and the boxes would be grayed out and ineligible. |

[Top of the Document](#_top)

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| **Enrollment Questions and Answers** |

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| **#** | **Questions / Answers** |
| **1** | **Are there additional costs for enrolling in the Auto Refill program?** |
| **1A** | No. The program is offered free of charge. |
| **2** | **How do I enroll in the Auto Refill program?** |
| **2A** | I can enroll your prescriptions right now over the phone. Or if you prefer, you can enroll them online at [www.caremark.com](http://www.caremark.com/) at your convenience. |
| **3** | **Can all of my medications be included in the Auto Refill Program?** |
| **3A** | Not all mail service prescriptions are eligible for enrollment into the Automatic Refill Program. Medications ineligible for the program may include, but may not be limited to:   * Controlled substances * Specialty drugs * Prescriptions covered by certain government payers, including Medicare Part B * Medications that have not shipped at least once from the Caremark mail pharmacy |
| **4** | **I tried to enroll my prescriptions in the Auto Refill Program online, but the website said I was restricted from the program.** |
| **4A** | I apologize for the inconvenience; however, the goal of the Auto Refill Program is to ensure that you receive your medications automatically when you need them. I will research the reason this is currently restricted.  **Step to Complete:** From the Order Placement screen hover over the grayed-out box next to the prescription the member would like to enroll and a reason for the restriction will appear.  **Returned Prescriptions:**  Since you have returned prescriptions to us that were sent out as part of the Auto Refill Program, this indicates that the automated program isn’t a good fit for you. For future orders, you will need to manually request the refills to ensure that you only receive your prescriptions when you need them.  **Day Supply Restriction:**  The prescription has a day supply that does not meet the requirements for this program. For future orders, you will need to manually request the refills to ensure that you only receive your prescriptions when you need them.  **Controlled Substance:**  There are a few medications that due to federal regulations cannot be enrolled into this program. For future orders, you will need to manually request the refills to ensure that you only receive your prescriptions when you need them.  **No Refills Remaining:**  A prescription is not eligible for the Auto Refill Program if there are no remaining refills on the prescription. |
| **5** | **When signing up for the Auto Refill Program for a spouse, would the spouse need to give the approval to us before doing so, not just asking the procedural verification question of the caller:**  Are they aware you are calling on their behalf? |
| **5A** | Anyone who is fully authenticated, and authorized to order a refill for a member, can enroll or unenroll a member in ARP.   * In order to protect patient privacy, the caller must positively identify, without prompting, all medications by Rx name and/or Rx number that they would like to be enrolled or unenrolled for the member. * Refer to the [HIPAA Authentication Grid Including Questions and Answers (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to determine who is authorized to request a refill on behalf of the member. |
| **6** | **A medication was received for a member that is now deceased. What do I need to do to cancel this Rx?** |
| **6A** | If the member is deceased, unenroll their prescriptions at the request of the caller (whether or not they are the POA/executor of the estate). [Cresta (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) will summarize the call, indicate who called and what was requested. |
| **7** | **When the member enrolls themselves digitally, there is no flexibility for the member to adjust the ship date. This can result in dissatisfaction and disenrollment from ARP.** |
| **7A** | This enhancement does not impact PeopleSafe however it does provide a great “new” opportunity for our members. When our members receive a notice of a shipment, they can access the portal and delay that order for up to 10 calendar day as long the date does not pass their eligibility end-date and prescription expiration date.  **Example:**  Current Refill Release Date: August 22, 2016  Prescription Expiration Date: December 12, 2016  Maximum Future Release Date: September 1, 2016  Once, the member has successfully changed/updated the release date and that new date will be saved in LINKS, which will be passed to all other frontend applications: PeopleSafe, ICE and IVR.  If the member requires that the order be held for a longer period than 10 calendar days before shipping, follow normal procedures for this type of request. |
| **8** | **I recently requested a refill. Can I now join this program?** |
| **8A** | Yes, I can assist with enrolling all applicable medications now for future fills. |
| **9** | **Can I enroll my spouse’s/child’s prescriptions in this program?** |
| **9A** | Absolutely, I would be happy to help you enroll any prescriptions into the Auto Refill Program.  **Note:** Remember to fully authenticate first and never offer PHI such as the name/ Rx number of medications. Anyone who is fully authenticated and is authorized to order a refill for a member, can enroll or unenroll a member in ARP. |
| **10** | **What if my prescriber responds to the fax or call after I’ve already had a new prescription written? Should I still mail you the new prescription?** |
| **10A** | No. If we have successfully obtained authorization from your prescriber to refill the prescription, you will not need to mail in the new prescription. If you have already mailed in the new prescription, our system will recognize that it is a duplicate order for the medication, and it will be returned to you. |

[Top of the Document](#_top)

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| **General Program Questions and Answers** |

Use as needed:

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| **#** | **Questions / Answers** |
| **1** | **Will you contact me when it is time to refill my prescription?** |
| **1A** | Yes. You can select the type of communication that you would receive when your medication is due for refill. Options include an email, text message or phone call (automated voice message). Keep in mind that you will only receive notifications for medications that you have chosen to include in the program. |
| **2** | **When will you contact my prescriber for prescription refills?** |
| **2A** | Approximately two weeks prior to the last day of your medication’s supply, we will contact your prescriber’s office to obtain a prescription refill.  If the refill is declined or if the prescriber is unresponsive to our request, we will contact you based off your messaging preferences to let you know that you should follow up with your prescriber to obtain a new prescription and then submit it to Caremark.  **Note:** CSR should check messaging preferences under on the Main Screen. You can view the preferences of the member and verify if the member is set up to receive messages by email, text, and/or phone call. The selected messaging preferences is how the member will be contacted if their prescriber does not respond to fax requests.  If your prescriber approves the prescription refill, we will process the order and send your medication. |
| **3** | **After I receive my refill message, how long will it take for the order to arrive?** |
| **3A** | You can expect to receive your prescription within four weeks of being notified. Keep in mind that prescription refills require authorization from the prescriber. Refill processing times may vary depending on your prescriber’s response times. |
| **4** | **I received a refill message but never received my prescription. Where is it?** |
| **4A** | Check eligibility. A refill notification might be sent before eligibility terms, but the fill date is after the eligibility has ended so the order was cancelled. |
| **5** | **What should I do if I need to cancel a refill request?** |
| **5A** | You will receive a notification via your preferred method of communication prior to an order being started in the system. The order can be cancelled via Caremark.com, by calling Customer Care, or by mailing in the cancellation letter (if received). Keep in mind that if you cancel an order, the prescription will no longer be enrolled in the Auto Refill program.  If you need to order the prescription again in the future, you will need to manually place an order using the IVR, Portal, or by calling Customer Care. At that time, the prescription can be reenrolled in the Auto Refill program if desired. |
| **6** | **What if my prescriber responds to the fax or call after I’ve already had a new prescription written out? Should I still mail you the new prescription?** |
| **6A** | No. If we have successfully obtained authorization from your prescriber to refill the prescription, you will not need to mail in the new prescription. If you have already mailed in the new prescription, our system will recognize that there is a duplicate order for the medication, and it will be returned to you. |
| **7** | **What should I do if my prescription doesn’t arrive as indicated?** |
| **7A** | You can log on to Caremark.com and click on “Refill Prescriptions.” Or you can call the toll-free Customer care number on the back of your prescription benefit ID card. |
| **8** | **My prescriber changed my medication, how do I remove the previous medication from the program and replace it with the new prescription?** |
| **8A** | You can log on to Caremark.com and proceed to the “Refill Prescriptions” page. You can click on the box for your previous prescription to deselect it from the refill program. After deselecting the box, click “Continue” and proceed to the confirmation screen. Or you can call the toll-free Customer Care number on the back of your prescription benefit ID card.  To enroll the new medication, proceed to the “Refill Prescriptions” page on Caremark.com and select the prescriptions you want to enroll, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **9** | **Will the new Rx# be enrolled in the Auto Refill Program?** |
| **9A** | Yes. LINKS reviews all incoming new prescriptions to be placed on Auto Refill Program (ARP) depending on a specific ID number used to identify medications called a Generic Product Indicator or GPI. If the member had a previously enrolled prescription based on 11 unique criteria shown below. This allows the mail pharmacy to capture renewal requests regardless of if the form or initial e-prescription renewal outreach message is used:   1. Same Patient (BNF\_ID) 2. Fill days within the look back days 3. Not deleted Prescriptions 4. Active Prescriptions (with discontinue date > current date) 5. Dispense Quantity 6. Units Per Dose 7. Doses Per Day 8. Days Quantity 9. Non-Compounds 10. Same GPI 11. Same Brand/Generic Indicator   If, the new prescription and old prescription match on all criteria above, then ARP enrollment will be transferred from the old prescription to the new prescription and the old prescription will be discontinued. If the new prescription does not match all criteria above, it will be treated as a new prescription and not automatically enrolled into the Automatic Refill Program. If the doctor changes the strength or medication, it will not be placed on the Auto Refill Program (ARP). |
| **10** | **What happens if the member wants the one that we unenrolled from ARP reenrolled?** |
| **10A** | Remove the check mark from the ARP enrollment checkbox next to the prescription that the member wants to unenroll. Once the current prescription is unenrolled, the duplicate prescription that was blocked will become available for enrollment.  **Note:** When you unenroll a prescription from the **Auto Refill** screen, if a duplicate prescription is available, a pop-up message will alert you that other prescriptions may become available for enrollment.  Currently, a member can have multiple prescriptions for the same medication (GPI-14) enrolled in the Auto Refill program. These duplicate prescriptions cause confusion for our members.  With this update, **CCRs will no longer be able to enroll duplicate prescriptions in ARP** (This is currently only affecting two clients).  In PeopleSafe on both the **Order Placement - Refill Request** screen and the **Auto Refill** screen:   * If a medication is already enrolled in Auto Refill enrollment checkboxes for the duplicate prescription will be disabled. When you hover over the disabled enrollment checkbox, hover text will say “Duplicate Prescription”.      * If you try to enroll multiple prescriptions for the same medication (GPI-14) in ARP at the same time, you will receive a pop-up message and be unable to enroll the duplicate prescriptions.     **If there are duplicate prescriptions enrolled in ARP on a member’s account**, the most recently written prescription will remain in ARP and the older prescription(s) will be removed from ARP.  If a member has duplicate prescriptions and wants to change the prescription that is currently enrolled in ARP, remove the check mark from the Auto Refill enrollment checkbox next to the prescription that the member wants to unenroll. Once the current prescription is unenrolled, the duplicate prescription that was blocked will become available for enrollment.  **Note:** When you unenroll a prescription from the **Auto Refill** screen, if a duplicate prescription is available, a pop-up message will alert you that other prescriptions may become available for enrollment. |

[Top of the Document](#_top)

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| **Mail Front End Rx Processing Questions and Answers** |

Use as needed:

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| **#** | **Questions / Answers** |
| **1** | **Are there other RX’s (ARP or not) that I need to transfer to another profile?** |
| **1A** | If a member was previously part of another client there will be two profiles. Ask about other prescriptions if this situation arises as the Rx must be reenrolled under current profile. |
| **2** | **How do I truly cancel existing ARP future fill orders where eligibility truly has termed?** |
| **2A** | Following the steps to unenroll a prescription from the program this will cancel all future ARP fill orders. |
| **3** | **Have MD dosing instructions changed?** |
| **3A** | If dosing information has changed the prescriber will write a new Rx. The old Rx should be removed from ARP and the new Rx added to the program.   * Log on to Caremark.com and proceed to the “Refill Prescriptions” page. * Click on the box for your previous prescription to deselect it from the refill program. After deselecting the box, click “Continue” and proceed to the confirmation screen. Or call the toll-free Customer Care number on the back of your prescription benefit ID card.   **To enroll the new medication:**   * Proceed to the “Refill Prescriptions” page on [www.Caremark.com](https://www.caremark.com/). * Select the prescriptions you want to enroll, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **4** | **I recently requested a refill can I now join this program?** |
| **4A** | Yes, I can assist with enrolling all applicable medications now for future fills. |

[Top of the Document](#_top)

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| **Consulting with Member on the Phone – Questions and Answers** |

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| **#** | **Questions / Answers** |
| **1** | **I have too much/not enough medication on hand.** |
| **1A** | **Situation A:** Refill order in process and doctor sends in a new prescription fax instead of replying to refill fax which creates two orders. This also causes the new fax to go into future fill delaying the members order.  **Resolution:** Run test claim for medication.  If the test claim pays:   * And member wants the medication sent out now-- then Use Manage Diverts process to release order from Future Fill. Refer to [Manage / Resolve Diverts Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124). * If the member wants the medication held until a later date or placed on hold until they call to order due to too much medication on hand refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c). * Cancel the second order that is still in processing and awaiting a returned Fax from the Doctor. Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f).   **Note:** Place the open order Rx on INDEFINITE HOLD prior to canceling the order. This will ensure we can make changes to the Auto Refill Program moving forward with the new Rx number.  **Situation B:** Member receives duplicate orders of same medications.  **Resolution:** Ask member to keep medication and send Payment Dispute task to have billing deferred on second order for 3 months. Validate whether or not the order generated from the Auto Refill Program (ARP) and whether or not there are multiple prescriptions for the same medication. The program should show duplicate prescription and the boxes would be grayed out and ineligible. Refer to [Balance Transaction History / Payment Dispute (Home Delivery / Mail Order Claims Only) (004578)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba2c70ed-7f0c-4779-98b6-9bc1eb9bbb1f). |
| **2** | **I received a message that my order will be shipping why hasn’t it shipped yet?** |
| **2A** | The refill date may not have been reached. Check for comments at the prescription level to determine when the order will be created.  **CCR Process Notes:**   * If MD responds outside of our request form it causes a duplicate order.  Check for a duplicate order and have the enroll Rx in the program if desired. * If the MD is not responding to refill request.  Advise the member we have contacted the MD but they can as well. * Determine if there is an expired credit card on file or FSA card out of funds, send a task to update credit card information. |
| **3** | **Can this medication be expedited?** |
| **3A** | If the member needs their medication before the future fill date, use Manage Diverts process to release order from Future Fill. Refer to [Manage / Resolve Diverts Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124) & also [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76). |
| **4** | **Can you place a refill for me?** |
| **4A** | **Situation A:** The member needs refill before usual refill, possibly due to a vacation. Review the overrides available for the client and follow standard override procedures.  **Situation B:** There was a dosage change but the member and/or prescriber did not notify Caremark. A new Rx request will be needed to avoid the same situation in the future. |
| **5** | **How many days’ supply does the member have on hand?** |
| **5A** | Ask probing questions to determine if the member has enough days’ supply to receive medication with standard processing.  If **NOT**, use [Manage Diverts (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124) process to release order from Future Fill. |
| **6** | **Has there been a change in therapy or dosing instructions?** |
| **6A** | Verify with member that no change of therapy or dosing has occurred. If there has been a change inform the member a new prescription will be required. |

[Top of the Document](#_top)

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| **Strategic Decision-Making** **Questions and Answers** |

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| **#** | **Questions / Answers** |
| **1** | **When member says “I don’t want the Rx” should I ask about the other Rx’s on ARP?** |
| **1A** | Yes, confirm with the member to avoid sending other medications that are not desired. |
| **2** | **Placing FFL order on hold vs. cancelling.** |
| **2A** | Place an FFL on hold is when member doesn’t need until a future date, cancel the request when member no longer wants the medication in the program. |
| **3** | **What do I need to consider on this reship?** |
| **3A** | Reship necessary if address is not updated, medication order was never received, or medication is received damaged. Follow standard reshipping procedures when a reship is necessary. Refer to [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6). |
| **4** | **Member has a new prescription in process and is wanting to set it up on ARP, why can't I see that prescription on the** **auto refill screen?** |
| **4A** | Since the prescription was a NEW RX sent in from the Prescriber's office and it is currently in process. The New RX will not be able to be placed on ARP until the RX has been fully processed and shipped. After the RX has shipped it will then show up on the ARP screen and the CCR can add to ARP or the Member can place it on ARP through the Caremark.com website. |

[Top of the Document](#_top)

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| Related Documents |

**Parent SOP:** [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)

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

**Auto Refill Program (ARP):** [Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de)

[Top of the Document](#_top)

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