# PeopleSafe - Populate Test Claim from Existing Entry

[Process](#_Toc103685447)

[Related Documents](#_Toc103685448)

**Description:** How to populate a Test Claim from an existing entry without having to create a new test claim.

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| Process |

**Note:** Test Claims cannot be populated for multiple ingredient compound claims.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Verify the correct member is selected from the **Family** Drop Down box. |
| **2** | Locate the existing claim on the Main screen.  **Note:** Confirm with caller the Rx name, strength, dosage, and form. |
| **3** | Click the Prescription # hyperlink to access the **Prescription Details** screen. |
| **4** | Click **the Populate Test Claim** button at the bottom of the screen. |
| **5** | Update the **Fill Date** for the Test Claim.  **Notes:**   * The fill date defaults to the date the original claim was processed. * If the Rx is OTC (Over the Counter), manually locate the prescription version of the Rx in question. * If any edits need to be completed before running the Test Claim, refer to [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) and complete all steps beginning with step 4. |

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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)

[Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421)

**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 Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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