# PeopleSafe - Mandatory Mail Order Pharmacy Fills

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**Description:** Information and instructions for Mandatory Mail Order Pharmacy fills, which is a plan design that requires targeted drug therapies to be filled using the mail order pharmacy. While plan provisions may require mail filling, many clients allow a limited number of fills per drug type or class at retail.

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| Reminders |

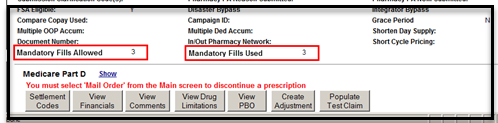
Client participation in Mandatory Mail varies. Allowed fills, targeted drugs, therapies, and reset dates vary by plan.

Enhancements to the Mandatory Mail functionality within PeopleSafe are:

* The **Prescription Details** screen displays 2 (two) fields related to Mandatory Mail:
  + Mandatory Fills Allowed: Displays the number of fills allowed.
  + Mandatory Fills Used: Displays the number of fills a member has already used.

This helps to determine if the next fill will be rejected.

**Example**: If the number indicated in the Mandatory Fills Allowed field is the same as the number indicated in the Mandatory Fills Used field, then the next fill will reject since the member has used all the fills allowed per their plan.



**Notes:**

* The data shown in the two fields is current as of the date of adjudication.
* While the fields will be present on the Prescription Details screen for all PeopleSafe accounts, the fields will be blank if the client does not participate in Mandatory Mail.

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| Determining if a Member Has Used Their Mandatory Fills |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Click on the rejected prescription number on the PeopleSafe Main screen (point of sale side). |
| **2** | Locate and review the rejection codes and then below it, General displays. Locate Show and then click on the **show hyperlink**.  Review the CIF for plan limitations. |

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| Related Documents |

[Client Program Offerings Comparison Guide (027425)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b6e05522-5955-4535-ad00-01d20dbe09e8)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](file:///C:\Users\UJ30FJ4\Desktop\Native%20Files\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\CGH65MWN\CMS-2-017428)

**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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