# PeopleSafe - Flexible Copay Incentive

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**Description:** Provides procedure and information related to the Flexible Copay Incentive. It is a client specific initiative (offering) which allows clients to offer their plan members a lower or waived copay for choosing a plan specified recommended drug (with their prescriber authorization). Not all clients participate in this program.

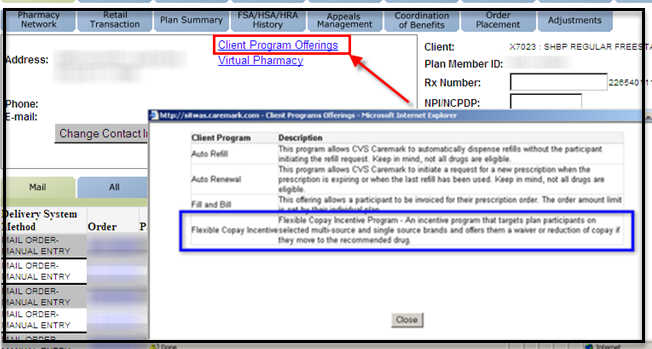
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| Viewing Flexible Copay Incentive Offering in PeopleSafe |

The offer is also specific to the **drugs**which the client chooses to be included in the Flexible Copay Incentive.

If a client recognizes that many of its members utilize a high-cost brand drug, they may include that drug in the incentive.

* They may choose not to include a drug which their members rarely have filled.
* When a client elects to offer the Flexible Incentive Copay or when a targeted medication has been identified for the member, a letter will be sent informing the member of the incentive and the targeted drug to which it applies. This letter will also be viewable in the **Communication History** tab.
* This program was developed to encourage the member to move to a more cost-effective medication (with their prescriber authorization).
* As a **reward** for moving to a more cost-effective medication the member is given a lower copay or the copay is waived in its entirety.

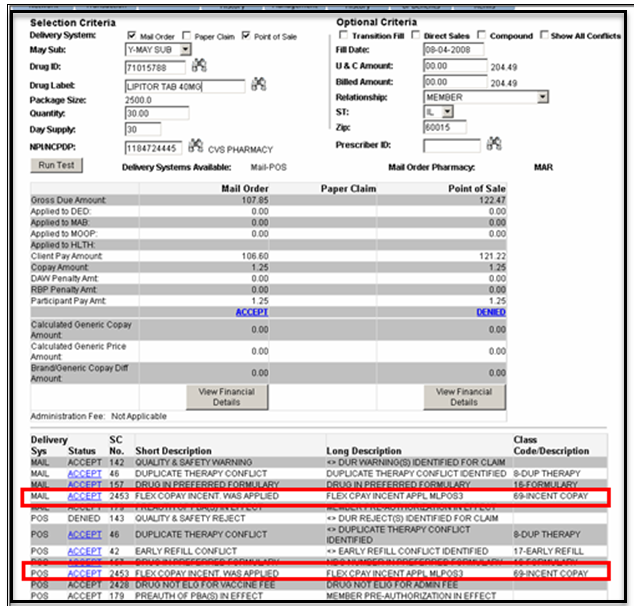
To verify if a client has elected the Flexible Incentive Copay, access the PeopleSafe Main screen and select the **Client Program Offerings** hyperlink to view the Client program.



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| Test Claim (Flexible Copay Incentive) |

When the member calls in requesting pricing or requests a refill and questions the difference in cost, run a Test Claim. The Test Claim reveals the Flexible Copay Incentive Settlement Code where the Flexible Copay was used.



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| Flexible Copay Incentive on the Plan Benefit Override Screen |

When able to view the Flexible Incentive Copay Settlement Code (SC) in the Test Claim, proceed to the **Plan Benefit Override** screen. An override is systematically added to the **Plan Benefit Override** screen and can be identified by the following fields:

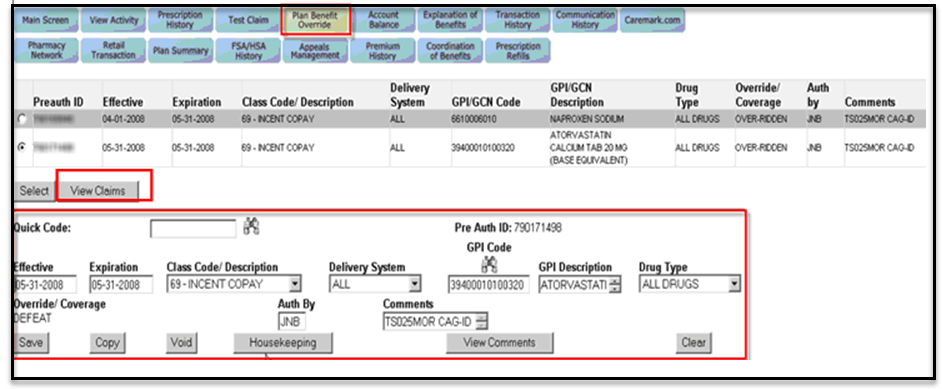
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| --- | --- |
| **Field** | **Description/Meaning** |
| Class/Code/Description | 69–INCENT COPAY (Override Entered-Benefit available) |
| Comments | Hyperlink to the campaign details revealing what copay incentive is available to the plan member.  **Note: This** hyperlink will be part of the Plan Benefit Override ID. |

**Note: CCRs** that have access to enter PBOs will **not be able to edit** active Flexible Copay Incentive Prior Authorizations (PA). Columns within this screen can be sorted to assist with locating the appropriate PA.

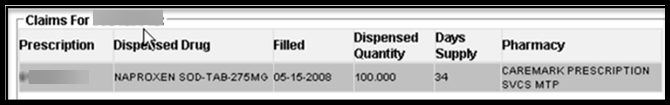
**RxClaim Plan Benefit Override Screen**



Select the radio button located next to the Pre-Authorization number and select **View Claims** button.



**Result: Reveals** claims which adjudicated against the selected PBO. The **Plan Benefit Override** screen (View Claims Button Pop-Up) displays.



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| Identifying Campaign ID (Prescription Details Screen) |

When the member calls and advises they have received their prescription and the cost is different than what they paid in the past, access the **PeopleSafe Main Screen** and click on the **prescription number**. The **Prescription Details** screen displays click on the hyperlink in the **Campaign ID** (bottom middle of page)field.



**Result:** A pop-up message displays.



**Tips:**

* Clicking on the **Campaign ID** hyperlink reveals the Campaign Details pop-up.
* Click on the **View Settlement Codes** button (**Prescription Details** Screen) to reveal if the Flexible Copay Incentive override was used.

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| Related Documents |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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

**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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