# PeopleSafe - Third Party Adjudicated (TPA)Member (Identify, Test Claims and Refills)

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**Description:** How to identify and perform certain processes for a Third Party Adjudicated (TPA) member and may include inquiries about the cost of the medication or if the drug is covered.

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| Identifying a TPA Member |

A TPA Client is considered a plan sponsor and therefore considered financially responsible.

Third Party Adjudicated (TPA) are clients who CVS Caremark and/or SilverScript will only fill the prescription and send it out to the member.

We are limited to providing drug coverage and/or co-payments.

Complete the below:

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| **Step** | **Action** |
| **1** | 1. Identify the TPA member in PeopleSafe.   **Note:** When accessing the Mainscreen, PeopleSafe identifies the account as a TPA account by displaying a pop-up message stating, **“****Externally Adjudicated Client.”**   1. Click the **OK** button in order to close the pop-up window. |

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| Performing a Test Claim |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Refer to CIF Plan Design to identify the financial responsibility information or refer to High Priority Comments.  **Note:** If attempt to process a test claim (test claim navigation button – Main screen) for a TPA account, the following dialog box displays. **“Test claim not available for externally adjudicated clients.”**    **Result:** The Run Test button is disabled. | |
| **2** | Advise the member to contact their TPA Benefits Administrator or their plan sponsor as directed on the CIF. | |
| **3** | Ask if there are any other benefit questions: | |
| **If…** | **Then…** |
| Yes | Answer benefit questions according to current policies and procedures. |
| No | Thank them and close the call. |

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| Processing a Refill |

When the member calls requesting a refill for a TPA account, perform the steps below:

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| **Step** | **Action** | |
| **1** | Review the CIF/Plan Design to determine if our PBM is responsible for providing coverage or co-pay information.  **Note:** Many of these clients may need to be referred to the Third-Party Administrator or Client Benefits for this information. | |
| **2** | From the **Main** screen, click on the **Order Placement** button. | |
| **3** | Click on the boxes to the left of the prescriptions listed that the member needs to refill, then click onthe **Continue** button. | |
| **4** | On the **Refill Summary** screen, the following dialog box displays as illustrated below:   1. Click on the **OK** button and the Show Cost button will be grayed out (disabled).  1. Click on the **Charge Credit Card** or **Save Order** button to complete the order. | |
| **5** | Ask if there are any other benefit questions: | |
| **If…** | **Then…** |
| Yes | Answer any benefit questions according to existing policies and procedures. |
| No | Thank the member and close the call. |

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| Related Documents |

[Customer Care Abbreviations and Definition and Terms Index (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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