# PeopleSafe - Test Claim Locating an Alternative Medication by Generic Product Identifier

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**Description:**  Instructions to locate an **Alternative Medication by GPI** (Generic Product Indicator). This is useful when running a Test Claim and a Non-Formulary message is received.

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| Process |

**Icon - Important Information Read the Mandatory Disclaimer in PeopleSafe:**

Icon - Conversation This potential alternative medication must be discussed with your prescriber because it is possible that it may not be appropriate for your specific condition.

The **GPI number** is a segmented drug code that consists of 14 characters (numbers and/or letters), with seven drug classifications, or sub-sets, and was created by Medi-Span.

This hierarchy of sub-sets helps to provide increasingly more specific information about the drug. Each “step” down the hierarchy increases the specificity of the categorization.

* The first ten digits define the therapeutic class.
* The last four digits define the dosage of the drug, the route, or its strength.

Below is a breakdown of each sub-set of numbers in the GPI:

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| **GPI Number Sub-sets** | **GPI Coding** |
| **12** | Drug group |
| 12-**34** | Drug class |
| 12-34-**56** | Drug sub-class |
| 12-34-56-**78** | Drug name |
| 12-34-56-78-**90** | Drug name extension |
| 12-34-56-78-90-**12** | Dosage form |
| 12-34-56-78-90-12-**34** | Strength |

Information provided in the GPI:

* Defines pharmaceutically equivalent products.
* One GPI represents many NDC’s (National Drug Code).
* Each NDC has only one GPI.

If after running the Test Claim and a Non-Formulary message displays; determine if the member is interested in a **formulary alternative.** If yes and no preferred products are listed after clicking on the Details or Savings icons, perform the following steps:

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| **Step** | **Action** | |
| **1** | After viewing the details of the Test Claim, click the **Back** button. | |
| **2** | Enter the name of the drug in the **Drug Label** field and press **Enter**.  **Result:** Find A Drug screen displays the most commonly dispensed NDC numbers of the medication. | |
| **3** | Delete the pre-populated information in the **Drug Name** field. | |
| **4** | Locate the GPI field, type the first 4 digits of the drug’s GPI code. | |
| **5** | Click the **Search** button.  **Result:**  A list of other drugs in the same class displays.  2 | |
| **If…** | **Then…** |
| Able to locate alternatives | Continue to step 6. |
| Unable to locate alternatives | Reach out to Clinical Counseling Team for assistance. |
| **6** | Offer to run a Test Claim to verify if there is a lesser copay option for one of the alternatives listed.   * If **yes**, run the Test Claim and provide the estimated price. * If **no** Test Claim is wanted, no further action is required. | |
| **7** | Provide the member with the names of the formulary equivalents for their prescribed medication. | |
| **8** | State the below mandatory disclaimer:  Icon - Conversation The alternatives provided are suggestions and not an all-inclusive list. You should discuss these and other treatment options with your physician. | |
| **9** | Offer to send the Drug list if available in the [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) drop box to discuss with their prescriber, or offer the member Web Portal to obtain a drug list. | |
| **10** | Notify the member that they will need to provide the Drug list to their prescriber.  Icon - Important Information If the member begins to ask questions that become clinical in nature (**Example:** Member asks if the alternative is as good as or equal to the Test Claim drug), warm transfer to the Clinical Counseling Team. Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0). | |

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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/" \l "!/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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