# **PeopleSafe - Test Claim Quantity Calculations**

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**Description:** How to calculate the quantity for packaged medications including insulin pens, eyedrops, creams, and any other prepackaged medication.

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| **Process** |

Perform the steps below:

**Tip:** Packaged medications such as eye drops which need quantities calculated, click the **Drug ID** button and follow the instructions in [Calculating Quantities for Packaged Medication (028627](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7403e334-74ec-42c6-90fe-75aa0c93ca82)).

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| **Step** | **Action** |
| **1** | Determine the number of doses that are needed per day (units/inhalations/sprays/topicals).  **Example:** One eye drop in each eye once daily = 2 drops per day.  **Note:** Creams/topicals/gels are measured in grams or similar per dose. |
| **2** | Determine the number Days’ Supply the prescription was written. |
| **3** | Multiply the answer in Step 1 to the answer in Step 2.    **Examples:** Caller is requesting price for a 3-month (90 day) supply.   * Two (2) doses per day X 90-day supply = 180 drops * Two (2) grams per day x 90-day supply = 180 grams   **Notes:**   * If you need assistance with the calculation, refer to [Calculating Quantities for Packaged Medication (028627](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7403e334-74ec-42c6-90fe-75aa0c93ca82)). * If the medication is packaged in a certain weight or quantity, input the amount. |
| **4** | Click on the **Drug ID** link. to locate the Usage Quantity Package.  **Example:** This identifies the number of drops in each bottle.  **Note:** To locate the **Drug ID** link, follow the following steps:   * Click on the **Test Claim** tab. * Type in the medication name and click the **Search** button. * Once you locate the correct medication, click on the **blue hyperlink** to the left of the medication name, as shown below.   A screen shot of a computer  AI-generated content may be incorrect.  **Result:** The Drug Details screen displays. This is where the usage quantity package (number of uses in a package) information is located.  A close-up of a prescription  AI-generated content may be incorrect.  **Note:** Once you have located the **usage quantity package** information for the medication, click the **BACK** button to get back to the **Test Claim** screen. |
| **5** | Divide total uses needed for a 90 Days’ Supply (Refer to Step 3) by the “Usage Quantity Package” (aka doses in the package), to get the total packages needed.  **Example:** 180 drops divided by 37.50 doses in a package = 4.8 ml. (Medication is prepackaged in 2.5 ml. containers.)     * + If result is not a whole number, **round up** for inhalers, nasal sprays, insulins, diabetic supplies, topicals/ointments and eye drops.   + If result is not a whole number, **round down** for controlled substances and non-diabetic unbreakable injectables.   **Note:** If the **Usage Quantity Package** is blank, contact a [Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) representative to look this information up in LINKS.    **Example:** (Creams/Topicals/Gels)   * **Answer:** Quantity = 5 ml (round up) or 4 ml (round down) * **Days’ Supply:** 180 |
| **6** | Once you have determined the total packages needed, multiply that amount by the package size to determine the total quantity needed for the test claim.  A screenshot of a computer screen  AI-generated content may be incorrect.  **Example:**   * Five (packages needed, rounded up from 4.8) times 2.5 ml (amount per package)= 12.5 * 5 X 2.5 = 12.5 * 12.5 for 90 days is the test claim amount |
| **7** | Run [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) per usual process.   * If denied, discuss [alternate medications (031769)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48ee161e-9b5e-4cfb-904f-f80995018f28) with member. |

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| **Scenarios** |

The scenarios provided assist with various types of medications, not just insulin pens and eye drops.

Refer to as needed:

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| **Type** | **Resolution** | |
| Eye Drops | Members will often tell you how many bottles of eye drops they use or drops per day. | |
| **If…** | **Then…** |
| The member indicates one bottle per month | 1 bottle = 2.5 ml |
| PeopleSafe indicates the package size of 2.5 | For 1 bottle input the quantity of 2.5. (Eyedrops are measured in milliliters).   * 1 bottle = 2.5 ml * 2 Bottle = 5.0 ml |
| Number of drops in each eye. | Count one day as two drops for each day.  **Example:** 90 days = 180 drops |
| Insulin | Input in multiples equal to the package size. | |
| **If…** | **Then…** |
| Member takes 15 ml’s of insulin for the total prescription time period,  **Note:** Member’s may not tell you how many ml’s of insulin they use but will often state how many units they take per a day or how many pens/boxes they use each month. | Input 15 for the quantity.  To calculate the quantity for a Test Claim, go by how many units they take. (Also look at the name of the insulin, as the unit size is listed in the name, as seen in Humalog below)  Using HUMALOG KWIK PEN 100U/ML as an example you can see that it says “100U/ML”.  This means that there are 100 Units per every ml of the package so for the package size of 15 you may first calculate the Usage package Quantity (number of units in one package) by multiplying 15ml x 100 units = 1500 units. |
| Member states, they take 20 units in the morning and 20 units at night | Calculate a 30-day supply Quantity by adding 20 units +20 units = 40 units per day.  They take 40 units per day X 30 days = 1,200 units. |
| Package size is 15 and the Usage Pkg Quantity is 1,500 units | A member taking 1,200 units needs a Test Claim for a Quantity of 15 per 30 days.  The Quantity of 1,200 units is rounded up to 1,500 units and 1,500 units is a package size of 15. |
| Pens | For **Insulin Pens and Weight Loss Pens**: 3ml pen fill cartridges  **Questions to ask:**   * What day supply is needed? * How many units does the member use each day? (Clarify depending on the Delivery system selection for the Test Claim.) * **Mail Order Pharmacy:** How many boxes do you use per month? * **Point of Sale:** How many pens are you using? * **Mail Order Pharmacy AND Point of Sale:** How many boxes do you use per month?   The package size looks different depending on the selection of Mail Order and Point of Sale. For insulin pens dispensed in one box or dispensed by individual pen, the package size is milliliters.  **Mail Order Pharmacy**  Package Size: 15 (milliliters)  Package Disclaimer: Yes  This is 1 box of pens.  A screenshot of a box  AI-generated content may be incorrect.  **Point of Sale:**  Package Size: 3 (milliliters)  Package Disclaimer: No  This is 1 pen.  A screenshot of a computer screen  AI-generated content may be incorrect.  **Mail Order & Point of Sale:**  Package Size: 15 (milliliters)  Package Disclaimer: Yes  This is 1 box of pens.  A screenshot of a box  AI-generated content may be incorrect.   * If the member indicates the number of pens that they use, you can instead ask them how many units they use each day and follow the steps below to enter a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421).   Identify the quantity for each pen.  **Note:** PeopleSafe displays the Package Size for a full box when selecting Mail Order, but if deselected and only Retail is selected then the Package Quantity should change to one pen (package Quantity is the number listed above where you enter the Quantity for the Test Claim).  **Example:** HUMALOG KWIK PEN 100U/ML, Mail Order displays a quantity of 15 for a whole box but when selecting Retail only; it displays a Package Quantity of 3 which is the amount in one pen , so you would then know that there are 5 pens in each box.  **Note:** This is useful if they tell you how many boxes or pens they need each month.  For each pen that the member uses you can calculate the amount by multiplying:  Number of pens used each month multiplied by package Size for 1 pen = Number to enter for Quantity on test claim.  **Example:** 5 pens x 3ml = 15ml  **OR**  Number of boxes they use each month multiplied by Package Size for 1 box = Number to enter for Quantity on test claim.  **Example:** 1 box of pens x 15ml = 15ml | |
| Tablets | Prescriptions written for quantity in each time frame, instead of “30 for 30” or similar, follow the directions below.  **Example:** Take 1 tablet every 4-6 hours.  Use the lower number of hours to calculate the maximum possible dosage.  Once every four (4) hours would be used, for a total of 6 pills per 24 hours. This is no guarantee that the member will receive this quantity, but it will provide them with the maximum estimated cost for the prescription. Refer to [Calculating Quantities for Packaged Medication (028627](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7403e334-74ec-42c6-90fe-75aa0c93ca82)). | |
| Topicals (Creams/Ointments) | **Note:** Tube or container grams could be different based on the medication. If the packaged amount is not a whole number, round up for Topical/Ointments Agents.  **Questions to ask:**   * What day supply is needed? * Ask how many grams/volumes is listed on the packaged topical (cream/ointment)? * On average how many tubes do you use per month? * If packaged in tubes or containers, identify the total weight/volume. Determine how much of the volume is used each day for the total time period.   **Example:** Apply 2 grams per day x 30 days = 60 grams for 30 days’ supply or 180 grams for 3 months’ supply.  **Tube holds: 100 grams**  **Calculation:** There are 100 grams per tube. You need a total of 180 grams for 90 days, but since it is packaged in 100 grams per tube, you would need to order 200 grams to order the sufficient amount for the prescription.  **Mail Quantity: 200**  **Days’ Supply: 90** | |
| Vaccines | PeopleSafe by default will show you the **package size**. Use this to run your [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421) for a retail 30-day supply.  **Note:** Do not run a Test Claim for vaccines unless pharmacy coverage is indicated in the CIF for the vaccine. | |

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| **Frequently Asked Questions and Answers** |

Refer to as appropriate:

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| **Question** | **Answer** |
| **What if a pharmacy is concerned about being audited regarding submitting a prepackaged item for a 30ds or 90ds when in reality the day supply is much more?** | Advise, in the Provider Manual (which the pharmacy should have) it indicates that if there is an unbreakable package then the pharmacy is to run the electronic claim for 30 or 90 days (whatever the plan limit is), and on the hardcopy of the Rx indicate the actual day supply. Doing this will protect them in the event of an audit. |

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

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