# PeopleSafe - Member Charged a Copay for Their Diabetic Supplies with Diabetic Bundling (Kits)

[Process](#_Toc165527109)

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**Description:** Steps to resolve an issue when the member was charged for their diabetic supplies where diabetic bundling should have been applied.

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| Process |

* Diabetic bundles are available at Mail Order/Home Delivery and Retail.
* If supplies are filled within the same 24-hour window as the primary diabetic medication, the bundling (Kits) apply. (Some plans may differ and allow for oral diabetic medications as well as insulin or the most expensive).
* For standard diabetic bundling (kits), insulin must adjudicate before the supplies. The insulin is charged as a standard copay and the remaining items are charged a $0 copay including the second insulin.
  + If a member orders supply items without insulin, the member will be charged copay for each diabetic supply item.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | 1. Review the CIF to ensure the client offers diabetic bundling (kits) to determine if:  * Both delivery systems are offered. (Mail Order/Home Delivery and Retail) * Non-Preferred Diabetic supplies can be bundled. * Client specific process for diabetic bundling as some clients do not require insulin to be the first adjudicated supply.  1. Access the member’s account to review the member’s order to ensure it included insulin (within a 24-hour period), and the insulin claim was adjudicated first then the remaining supplies and a second insulin are charged a $0 copay.   **Tip:** Review the CIF to determine if Non-Preferred Diabetic Supplies can be bundled.  The wearable sensors would be considered supplies for diabetic bundling. | |
| **If the medications were processed at…** | **Then…** |
| Retail on the same day | Contact the pharmacy to ask if they can reprocess the claims so the member is charged the appropriate amount. |
| Retail on different days | Ask the member if they have picked up the prescriptions.   * If **yes**, then advise the member if the insulin was not adjudicated first, they will be charged copay for each supply item. * If **no**, contact the pharmacy to ask if they can reprocess the claims for the same date, so the member is charged the appropriate amount. |
| Mail Order on the same day | a. Send an Order Placement RM Task and list the insulin first. Refer to [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f).  b. Notate that the insulin must process first due to diabetic bundling and that the orders must be shipped together.   1. Submit a reverse and reprocess task if the correct medication was not processed first, so that we can correct the issue. Refer to [Copay Mail Order Reverse and Reprocess Claim (021894)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882) for details on submitting the task.   **MED D:** Refer to [MED D - Claim Adjustment and Refund Requests (026596)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba37b791-b974-44e3-b8aa-0e3b561b5652). |
| Home Delivery/Mail Order on different days | The member is charged copay for each supply item. |

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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)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) and [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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