# PeopleSafe - Botox No Longer Dispensed by CVS Health (Specialty Pharmacy, Home Delivery/Mail Order or CVS Retail)

[Process](#_Toc132698249)

[Related Documents](#_Toc132698250)

**Description:** Procedures are provided for handling inquiries about CVS Health's discontinuation of Botox dispensation, including steps for directing prescriptions to alternative providers and transferring prescriptions. It outlines the actions to assist customers with locating in-network pharmacies that continue to dispense Botox.

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| Process |

 CVS Caremark Mail Order Pharmacy and CVS Retail Pharmacies do **not** stock or dispense Botox. CVS Specialty stopped accepting new referrals for Botox on 01/01/2021 and does not dispense or stock Botox as of 04/01/2021.

If a member calls and they have a prescription for Botox, follow the steps below:

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| **Step** | **Action** |
| **1** | Inform the member that CVS Specialty Pharmacy does not stock or dispense Botox and apologize for the inconvenience. |
| **2** | Advise that their doctor will need to send a new prescription to another in-network [specialty pharmacy that dispenses Botox](#SpecialtyPharmaciesthatdispense).   * If the Rx has been sent to CVS Caremark, advise the member to have the new pharmacy call us to complete the transfer. The pharmacy that will be filling must request the transfer. * If speaking to a fully verified Pharmacist or Pharmacy Tech requesting the Rx transfer to them, note their first name & last initial, job title and pharmacy NPI for your notes, then warm transfer the caller to [Specialty Pharmacy (004378).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) |
| **3** | 1. Assist the member with locating a pharmacy as needed. 2. Using the [NPI numbers listed below](#SpecialtyPharmaciesthatdispense), run a Test Claim (050041)to Confirm coverage.  * BOTOX COSMETIC INJ 100UNIT NDC 00023-9232-01 * BOTOX MEDICAL USE INJ 100UNIT NDC 00023-1145-01 * BOTOX MEDICAL USE INJ 200UNIT NDC 00023-3921-02   **Notes:**   * **Commercial members:** Refer to the [below list](#SpecialtyPharmaciesthatdispense) or utilize Pharmacy Search from the Quick Actions section of the [PeopleSafe - Verifying the Pharmacy NPI/NCPDP (029568).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2663a233-b437-46f7-adb7-35c6e2078da2) * **Medicare D members:** Refer to the [below list](#SpecialtyPharmaciesthatdispense) or utilize [MED D - Pharmacy Locator](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d86669e0-69bc-4a70-b32a-6e956ae21e56) (062989). * Members who have a Pharmacy Lock, warm transfer to the [Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (057524). |

**Specialty Pharmacies that dispense Botox: (Members can use the following pharmacies if their plan allows)**

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| **Pharmacy Name** | **NPI #** | **Phone Number** | **Website** |
| Accredo | 1538281837 | 1-877-222-7336 | <http://accredo.com/> **Fax:** 1-800-391-9707 |
| Centerwell Pharmacy Inc (Humana Specialty Pharmacy) | 1942441886 | 1-800-486-2668 | <https://www.centerwellpharmacy.com/specialty> |
| Prime Therapeutics (formerly MagellanRX Management SM (IcoreTM)) | 1245241884 | 1-866-554-2673 | <https://www.primetherapeutics.com/> |
| Optum Specialty Pharmacy (formerly BriovaRX or Diplomat) | 1083045140 | 1-855-427-4682 | <http://specialty.optumrx.com/> |
| Perform Specialty | 1437562642 | 1-855-287-7888 | <http://performspecialty.com/> |
| Walgreens Specialty Pharmacy | 1942303110 | 1-855-244-2555 | <https://www.walgreens.com/pharmacy/specialtypharmacy.jsp> |

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| Related Documents |

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

**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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