# **NURX Coverage for PrEP**

[Process](#_Toc115366983)

[Related Documents](#_Toc115366984)

**Description:** Provides information on the NURX program and what it covers for clients enrolled in the program.

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| **Process** |

The NURX program is a network of national telehealth providers of PrEP care. Members who enroll in the Virtual PrEP Care program will have access to PrEP-related virtual health consultations, at-home lab tests, and prescriptions at $0 out of pocket.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Confirm that the member has NURX benefits by reviewing the CIF.   * If yes, proceed to the next step. * If no, follow normal procedures for assisting the member when they do not have coverage for medication. |
| **2** | Run a [Test Claim (004573)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=59c4e7fa-4a87-43c4-89cd-5d4f8c6c3421" \t "_blank) to confirm the client participates in the NURX Program and medications are covered.  **Example medications:** Descovy, Truvada and generic equivalents  NURX Pharmacy NPI: 1255986220   * If the Test Claim accepts, advise the member of the copay and provide them with the contact details of **1-855-293-4113** for additional questions. * If the Test Claim is denied, it should indicate to call **1-855-293-4113**. Advise the member that their current plan participates in the NURX program for this medication(s) and they would need to call this number to begin the enrollment process.     **Hours of Operation:**  **Monday through Friday:** 7 am to 4:30 pm CT  **Saturday:** 7 am to 2:30 pm CT  **After hours**: Refer to the CIF. |

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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)

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

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