# PeopleSafe - CivicaScript Specialty Generic Medications (Reject Code 40)

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**Description:** Information about CVS Caremark Clients that have partnered with CivicaScript to lower the cost for select generic Specialty medications.

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| Information and Resolution |

Some of our clients have partnered with CivicaScript to fill specific medications using Civica products for their members. This will only apply to certain clients as identified in their CIF’s (Client Information Forms) located in the Source. CVS Caremark has contracted with Lumicera Health Services to provide the Civica product to these members.

The first medication impacted by this change is: Abiraterone 250mg (generic of Zytiga) Civica NDC: 82249-0010-12

When performing a Test Claim for these members and medications, the claims will be rejected with a client specific message.

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| **RxClaim (Internal)**  **Reject Code** | **Caremark.com**  **(Member facing)** | **PeopleSafe** | **Resolution** |
| **40** | Messages:   1. Copay listed. 2. Needs Prior Authorization. Please talk to your doctor or call us at the toll-free number on your plan ID card. 3. This is a Specialty Medication | **Test Claim Example 1:**  Civica NDC and Lumicera Pharmacy NPI   * Script must be filled at Lumicera Pharmacy; no R40 using the correct NPI to run test claim. (Madison- 1073947636 or Phoenix - 1235580697   R 75 PA is required.  **Test Claim Example 2:**  Civica NDC and CVS Specialty NPI  R40 – Pharmacy Not Contracted  R75 – PA required  Prescription must be filled at Lumicera Pharmacy | This needs to be filled by Lumicera, CVS Specialty Pharmacy will facilitate.  **Warm transfer** call to CVS Specialty Pharmacy at **1-(800)-237-2767** to assist member.  Hours of Operation:   * Monday to Friday from 6:30 am to 8 pm CT * Saturdays: 8 am to 3 pm CT * Sundays: (No Sunday hours) |

**Test Claim Examples:**

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| **Test Claim Example** | **Examples** |
| Civica Script NDC and Lumicera Pharmacy NPI |  |
| Civica NDC and CVS Specialty NPI |  |

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| Questions and Answers |

**Will the Civica products be the lowest cost drug available?**

We rely on a range of strategies to drive the low prescription cost for our clients and members, including offering a broad coverage of generics which saves the consumers money. Following the CivicaScript announcement, we continue to partner with our clients and help ensure we get the most clinically appropriate medications for our members to improve health outcomes, at the lowest cost.

**Which pharmacies can dispense the CivicaScript product?**

Each client has the option to use Lumicera after agreeing to their terms and conditions.

**How can members get their Abiraterone 250mg script filled?**

If the script is submitted through CVS Specialty Pharmacy, it will be triaged to Lumicera.

A Member or Prescriber can also send the script directly to Lumicera.

**What is the dispensing fee?**

The dispensing fee is determined by the dispensing pharmacy and agreed upon by the client.

**Can Lumicera dispense to all states?**

Lumicera can ship to all 50 states. Lumicera cannot ship to Puerto Rico.

**If a medication is rejected with a message indicating “Lumicera,” what does this mean?**

This indicates that the members’ plan requires them to use the Civica product, and the client has chosen Lumicera as the pharmacy to fill the script.

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| Related Documents |

[Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (007148)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3)

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

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