# Compass Branded Generics

[Reminders](#_Toc194493662)

[Brand as Generic List](#_Toc194493663)

[What Are Branded Generics?](#_Toc194493664)

[DAW 5 (Branded Generic) Medications](#_Toc194493665)

[Test Claims for Branded Generics](#_Toc194493666)

[Member Received a Branded Generic](#_Toc194493667)

[Member Received a Brand but Wanted a Branded Generic](#_Toc194493668)

[Related Documents](#_Toc194493669)

**Description:** Information about Dispense as Written (DAW) 5 (Brand as Generic) Drugs, and instructions for when a member calls with questions about receiving a branded generic or about receiving the brand name version instead of a branded generic medication.

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| Reminders |

Review the CIF. For clients that do not allow branded generic (DAW 5/9), the generic medication is dispensed.



Member cost for branded generics can vary depending on the plan design. Some clients may not accept a DAW 5 or may have special pricing which could result in the member being charged the brand copay or higher than what they would expect for the generic. Refer to the CIF.



**Do NOT instruct members to have their prescriber write “DAW 5” on the prescription as this may cause a delay in dispensing.**



For more information, refer to [Compass - Dispense as Written (DAW) Codes (057975)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=33a277e4-4c74-4317-8b79-40a4cf86b262) and [Compass - DAW (Dispense as Written) Cost Difference (058127)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=31e71d2c-57c0-4643-ab77-e99e3babf7d6).

[Top of the Document](#_top)

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| Brand as Generic List |

The[DAW5 NDC List (Brand as Generic List) (018804)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ddabad50-490b-4a3c-86a7-6dc8502ebaed) includes all the generic medications CVS Caremark Mail Order currently fills using the brand name version. Clicking this link will download an Excel spreadsheet containing all applicable names and NDC numbers.

[Top of the Document](#_top)

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| What Are Branded Generics? |

Branded generics are generic medications which are sold under a trademarked name. This name is different from the original brand name and the chemical drug name. They are considered therapeutically and chemically identical to both the brand and generic forms and can be substituted at the pharmacy’s discretion - if the prescriber has indicated Dispense as Written (Substitution Allowed). This is often done for cost savings or because the original Rx medication is temporarily out of stock. Branded generics are often termed as formulary brands.

**Note:** Authorized generics are similar to branded generics but are produced by the same manufacturer as the original brand. No distinction is made for the purposes of this document.

**Example:** Generic medications, select branded generic versions and their manufacturers.

* **Levothyroxine** (Mylan)
  + Euthrox (Provell)
  + Synthroid (AbbVie)
  + Levoxyl (Amneal)
  + Unithroid (Amneal)

[Top of the Document](#_top)

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| DAW 5 (Branded Generic) Medications |

* In certain cases, the brand medication is available at a lower price than the generic, which allows CVS Caremark Mail Order to dispense the brand at the generic price. Branded generics are typically dispensed with DAW 5, which indicates a generic copay.
* ****Aside from cost savings, this practice helps ensure continued availability of products and consistency of supply. If one is out of stock, the other can be used and sometimes a generic is available in certain strengths but not others, etcetera.
* **DAW 5 branded generics are ONLY available at Caremark Mail Order**, DAW5 is not available at retail including CVS pharmacies.
* Does **not** apply to Specialty medications.

**Example: SYNTHROID** vs **LEVOTHYROXINE** - CVS Caremark Mail Pharmacy opts to dispense Synthroid (brand) as if it were the generic product (Levothyroxine).

* **DAW 0** (Substitution Allowed): Prescriptions written for any version of Levothyroxine are dispensed as brand name Synthroid, with the lower generic pricing.
* **DAW 1** (Prescriber Requires Brand): The specified medication is dispensed and the member may be charged the brand copay and any applicable MAC/DAW Cost Difference charges.
* **DAW 2** (Member Requests Brand): The specified medication is dispensed and the brand copay and cost difference charges may still apply.
* **DAW 5** (Brand Drug Dispensed charged as generic): The prescription will automatically substitute the brand Synthroid, and the generic copayment applies.

**Do NOT instruct members to have their prescriber write DAW 5 on the prescription as this may cause a delay in dispensing.** For more information, refer to [Compass - Dispense as Written (DAW) Codes (057975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33a277e4-4c74-4317-8b79-40a4cf86b262) and [Compass - DAW (Dispense as Written) Cost Difference (058127)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31e71d2c-57c0-4643-ab77-e99e3babf7d6).

* The [DAW5 NDC List (Brand as Generic List) (018804)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ddabad50-490b-4a3c-86a7-6dc8502ebaed) includes all the generic medications CVS Caremark Mail Order currently fills using the brand name version. Clicking this link will download an Excel spreadsheet containing all applicable names and NDC numbers.
* Member cost for branded generics can vary depending on the plan design. Some clients may not accept a DAW 5 or may have special pricing which could result in the member being charged the brand copay or higher than what they would expect for the generic.

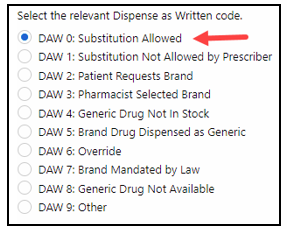
**** Always check the CIF and run test claims.

[Top of the Document](#_top)

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| Test Claims for Branded Generics |

Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) as needed.

* When the member runs a Test Claim on Caremark.com, it will provide the brand copay for these medications, not the “Branded Generic” cost.
* If a member calls in to question the copay from Caremark.com, run a test claim to verify pricing using the generic substitution instead of the brand name medication.
* When populating a Test Claim from an existing Rx that was filled as a Branded Generic, use DAW 0.



** Do NOT tell members to have their prescriber write “DAW 5” on the prescription as this may cause a delay in dispensing.** The prescriber should write the prescription as: “Able to substitute” or “Substitution allowed” to indicate that a generic substitution is allowed.

[Top of the Document](#_top)

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| Member Received a Branded Generic |

Perform the steps below if a member calls with questions about receiving a branded generic:

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| **Step** | **Action** |
| **1** | Review the CIF. For clients that do not allow branded generic (DAW 5/9), the generic medication is dispensed. |
| **2** | From the Claims Landing Page, click the **Rx #** hyperlink on the **Claims** tab to review Prescription Details for the medication in question.    **Result:** The Prescription Details tab displays. |
| **3** | Review **Dispense as written** information.  **Note:** For Branded Generic medications, the **Dispensed Drug** is listed on the [DAW5 NDC List (Brand as Generic List) (018804)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ddabad50-490b-4a3c-86a7-6dc8502ebaed) and the **Dispense as Written** field will display 5 – Generic Brand. |
| **4** | Confirm the copay for the medication by reviewing the **View Financials** screen. |
| **5** | Inform the member that they received the brand medication at the generic price and to keep in mind that the amount due for future orders may vary upon processing.   * If the member asks for a more detailed explanation, advise:   Dispensing brand-name drugs at generic prices is a policy at CVS Caremark Mail Order Pharmacy. This could happen for reasons like better pricing, consistent product availability, and supply reliability. Please note this policy is subject to change should it become more cost effective to dispense the generic medication.  **Note:**  To ensure that the member receives the branded medication in the future, refer to [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18). |

[Top of the Document](#_top)

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| Member Received a Brand but Wanted a Branded Generic |

Perform the steps below if a member calls with questions about receiving a brand instead of a branded generic:

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| **Step** | **Action** | |
| **1** | Review the CIF. For clients that do not allow branded generic (DAW 5/9), the generic medication is dispensed. | |
| **2** | From the Claims Landing Page, click the **Rx #** hyperlink on the **Claims** tab to review Prescription Details for the medication in question.    **Result:** The Prescription Details tab displays | |
| **3** | Review **Dispense as written** information.  **Note:** For Brand medications the **Dispense as Written** field will display 1 – Physician DAW. | |
| **4** | Verify that this medication is currently available through our Mail Order pharmacy by referring to the [DAW5 NDC List (Brand as Generic List) (018804)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ddabad50-490b-4a3c-86a7-6dc8502ebaed).  Branded Generic/DAW 5 applies to Mail Order medications and does **not** apply to Specialty. | |
| **5** | Confirm the copay for the medication by reviewing the **View Financials** screen.  **Note:** This may include a DAW cost difference. | |
| **6** | Inform the member that the prescription was written incorrectly.  Currently, we can provide you with the brand name medication at the generic price only if your doctor writes the prescription for the brand name drug and allows for substitutions. Because a prescription is written at your doctor’s discretion, we suggest that you provide this information to your doctor and have them call in the prescription to us at **1-800-378-5697**. The doctor may ask the representative any questions they have to ensure you get the generic price.   * If the member insists that we submit a new prescription request for them, advise them that we cannot add notes for a specific medication to our fax/electronic prescription requests. * Fax Notes are limited **only** to prescriptions selected from claim history and can **only** be added to individual prescriptions. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). * Notate the member’s preference in your Case Notes and add an alert so that the member receives the desired Branded Generic medication in the future. Refer to [Compass – Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b). | |
| **7** | Review history of past payments. | |
| **If…** | **Then…** |
| The member has been paying the generic cost in the past and is now paying the brand cost | Contact Clinical for Rx verification. Refer to [Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f). |
| Confirmed the Rx was written correctly to process with DAW5 and it was a Caremark error | Clinical will take the steps to correct. |
| The doctor indicated on the Rx brand only, no substitutions or DAW1 | Contact Clinical for possible AME Adjustments and courtesy retranslation. |

[Top of the Document](#_top)

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| Scenario Guide |

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Refer to the following scenarios as needed:

**Reminder:** Terms such as DAW 5 are considered jargon. Please refrain from using terms such as DAW 5 unless the member mentions it first. This will prevent any confusion.

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| **Scenario** | **Action** |
| Can I get this price at the retail pharmacy? | The price for this branded generic medication is ONLY available at Caremark Mail Order. |
| Can I see what my physician wrote on my prescription, on the website? | No, members cannot see if the physician put “brand only” or “substitutions allowed” on any prescription via the member website. |
| I am trying to order my prescription on the website. Why is it showing more expensive than last time? | Currently, the branded generic policy is unavailable on the website. This will result in members seeing inaccurate pricing for prescriptions with DAW 5 attached when placing an order or running a test claim. |
| Why was the brand cheaper on my previous CVS Caremark plan? | 1. Open a research case. 2. Search for the member by name and date of birth. 3. Open the previous account 4. View the prescription details of the members’ prior claim. 5. Once you view the prior claim you educate the member accordingly.   **Example:** Was DAW 5 previously applied? Did the member previously meet the plan deductible?  **Note:** If you need help opening an additional research case refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114) |
| Will I be notified if my medication is switched to a generic instead of the brand medication? | No, if your physician has indicated that a substitution is allowed on the prescription, the generic medication can be sent automatically if available. |

[Top of the Document](#_top)

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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)

[Compass - DAW (Dispense as Written) Cost Difference (058127)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31e71d2c-57c0-4643-ab77-e99e3babf7d6)

[Compass - Dispense as Written (DAW) Codes (057975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33a277e4-4c74-4317-8b79-40a4cf86b262)

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

[Top of the Document](#_top)

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