# PHD PeopleSafe Legacy Work Instructions Index for CCRs Not Trained on Compass

**Description:** A list of **PHD** **(Pharmacy Help Desk)** PeopleSafe Legacy documents for **Customer Care Representatives** (**CCRs**) helping with PHD calls.

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| PHD |

**Commercial Only:**

[PHD - Cash Card / Discount Card Eligibility Search - Legacy (064481)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=af29f63e-5cd0-4f99-af62-04295d86d617)

[PHD – CCR Reject 76 QVT Overrides (104597)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74b3475c-04b2-4d42-9196-c26cad388e5f)

[PHD - CVS Caremark Employee Eligibility Resolution (065074)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ebf254d1-4636-4762-8a18-744a35763d87)

[PHD - Eligibility Research for ID numbers (065329)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d0cdd512-69a9-4c30-ac3a-4d530d3b8b18)

[PHD - FEP Reject 75 Prior Authorization Required (105700)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f2ee8abc-9a84-4362-9e5b-59dbe347a35f)

[PHD - FEP VIP Members CCR Process - Legacy (065381)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bd28d611-4839-4106-bea6-a04eaaeb37e0)

[PHD – Multiple Birth Claim Resolution (026822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d8c83488-70bd-4bca-a31e-8cdcb05f1d0b)

[PHD - Reject 55 - Non-Matched Product Package Size (026676)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e2f08d37-bbdd-423d-9c3e-e95a2c28466a)

[PHD – Reject 65 – Patient Not Covered (Legacy WI) (055952)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=821960ce-ab4b-4111-85a9-1e975aee1f2d)

[PHD - Reject 67 - Filled Before Coverage Resolution (067159)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ae0476af-4f40-44ab-a448-bfc9f0df0b0d)

[PHD - Reject 619 - Prescribers Type 1 NPI Required (098450)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=518b37dc-4c8d-4f00-9059-56a0dbe8e8fb)

[PHD - Reject 76 - Retail Refill Limit Exceeded - Legacy (097449)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e04199d0-e86e-4cda-a251-2810341e3524)

[PHD - Reject 79 / 88 Damaged Medication Overrides CCR Process - Legacy (097446)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1ebcb7f-2a6d-4ae8-a815-0d02af122b3e)

[PHD - Reject 79 / 88 Lost Medication Override - Legacy (102356)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5d33aadf-8f6f-4634-8fc4-ca055eaf6af9)

[PHD - Reject 79 / 88 Stolen Medication Override (Legacy) (102354)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7148e6f1-73e2-492d-94c5-143dc6c6cd21)

**Commercial / Medicaid:**

[PHD - Pharmacy Check Research/Reissue RM Task (LEGACY) (038338)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=355438a0-f347-45b2-acc8-bdae7dcaa945)

[PHD - RxClaim Override in PeopleSafe (Legacy WI) (026712)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=75b9d2cf-b7e9-426e-80a5-fca8a5a1af4b)

**Med D:**

[PHD MED D - 4Rx Identifier and Version D.0 Enforcement – Legacy (066059)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=157a36c0-3afa-4ecb-a5b5-f98ac3ed2137)

[PHD MED D - CCR PA Edit Process - Legacy (100561)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a9208938-6ad5-43ff-89c6-c279850cc98b)

[PHD MED D - CCR Pharmacy Payment / Adjustment / RA Research Process (Legacy WI) (08240)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=86bcfa13-d6ed-4717-a19f-7835c9886ccb)

[PHD MED D - CCR Process for BAE Documentation of LIS Eligibility (002385)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=df78c880-ac76-4dd2-9f2c-315cdbbe0a04)

[PHD MED D - CCR Process For Disaster Override Requests (076375)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=72203081-ba28-4aac-a625-ba2ea815b81e)

[PHD MED D - CCR Process RxClaim Override in PeopleSafe (098488)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c35428ca-1ac5-48ca-95c4-e31dd487368b)

[PHD MED D - CMS Test Calls (Legacy WI) (098099)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d99870c3-030b-42f0-9098-9b29782ba2a8)

[PHD MED D - Compound Submission, Adjudication and Reimbursement (084670)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e4eccf1c-f257-4c59-bf56-7a9f2e284794)

[PHD MED D - Daily Prorated Cost Share (079284)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4db3125f-0117-4c8a-bc8e-44734a689b9e)

[PHD MED D - Level of Care Change - Hospital Discharge (Legacy) (050327)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=97d6402b-23cf-4b22-99a2-05dc9052fca0)

**Shared:**

[PHD - Additional Transmission IN Screen Job-aid (088316)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cf4c0541-7bda-4b79-a1f0-3f9e9cf2854d)

[PHD - Call Flow Process Tip Sheet (Legacy) (076454)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=f3376a20-8a2e-4b00-891f-78ad97138c69)

[PHD - Caller Authentication (Legacy) (077347)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9d739dac-ead7-4293-a0d1-b368f291b6c7)

[PHD - CCR Process for Aetna COB Overrides (Legacy) (050325)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=19e5dde8-ba42-4184-bc49-262266eeb045)

[PHD - Claim Referral Resolution Manager Task - Legacy (038322)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a69dac24-094b-4abb-8e51-fc1617aaa642)

[PHD - Client Directive Resolution Manager Task - Legacy (038328)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cec7e7fb-9f1c-4520-8744-53bb168fe15c)

[PHD - CTI (Computer Telephony Integration) Screen Pop-up Legacy (113454)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=38b19cc1-b550-4c3d-bf43-df9b715f80c5)

[PHD - Discontinued NDC Research - Legacy (037040)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=529f3ace-eb40-4281-98ad-647272a4a0b2)

[PHD - FEP Disaster Overrides (105057)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=981f15aa-1ae6-4400-bdfa-c39f7db84b52)

[PHD - FEP Retail Overrides - LEGACY (005151)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d8479a41-0745-491b-af15-d4df712eb811)

[PHD - FEP Reject 19 - M/I Days Supply and E7 - M/I Quantity Dispensed (Legacy) (050326)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60fe16f7-1d54-45d7-8d72-151927617fdb)

[PHD - History Load for New Client to CVS Caremark (096807)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2d6456d6-dab1-43fc-964d-52bc4147bd53)

[PHD - Increase Dosage Calculations Legacy (105158)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9dca144c-30b1-4a34-99aa-0bad7941e540)

[PHD - Network Reimbursement Referral RM Task (LEGACY) (038336)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c23c5849-70a1-437c-a3c7-4f7f81f8c6cf)

[PHD - Refill Too Soon Basic Calculation (096592)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=373198ab-a041-413b-bf55-34ea651e477e)

[PHD - Reject 08 - M/I Person Code Resolution (066959)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ff9e2ea-ef40-4f8b-8449-4fbab02abcf6)

[PHD - Reject 68/69 - Filled After Coverage Terminated Resolution (067628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14b36d64-eb47-48eb-8830-c048294546e7)

[PHD - Reject 79 / 88 - Home Delivery / Participant Delay Override (097450)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=95e7a9ab-542c-4bb9-bcaf-f4a31abf7563)

[PHD - Retail Transaction Search and Account Access in PeopleSafe (013084)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ac759372-52f3-490b-a2f3-75637563d4a2)

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| CarelonRx |

 **Note:** These are also valid PHD PeopleSafe Legacy documents for CCRs helping with PHD calls, even though they have CarelonRx in the title.

**Med D:**

[CarelonRx PHD Med D – CCR Opioid 7 Day 925 Reject Process (017230)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10cb45f-94d9-441f-9eab-d4dfe7bd4ef2)

[CarelonRx PHD Med D - Eligibility Search (088787)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0e646a89-188a-4c54-b557-0ddc63e4670a)

[CarelonRx PHD Med D - Discontinued NDC Research (084193)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5560d72-aa9f-4272-8784-2538aeed121f)

[CarelonRx PHD Med D - LTC NCPDP vD.0 Override Codes (066178)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f33d12b8-5a0f-4ad3-94c8-bbc340b9db8c)

**Shared:**

[CarelonRx PHD - Call Documentation (087337)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4643a86c-31fe-4be9-85b1-609370a95ddd)

[CarelonRx PHD - CCA Process for Disaster State of Emergency Override Requests (040449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2013344a-5e36-4907-aa9f-d2b82a5996d8)

[CarelonRx PHD – Commercial Override Reason Chart Job Aid (040476)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=10caaa17-81d5-4e74-9dec-80e4ee45fdae)

[CarelonRx PHD - Identifying Paper Claims (040320)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ed6ac8c9-c24f-4be9-b7ac-5397ca617aaf)

[CarelonRx PHD - Log Activity (068869)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b08ee6e2-2b14-4ec2-ba5d-b8440e2e36b5)

[CarelonRx PHD - Multiple Birth Resolution Manager Task (038332)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=86102c10-4882-4a5b-9aab-006551fb3d6c)

[CarelonRx PHD - NDC Inquiry Resolution Manager Task (038334)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=98d4bde9-f612-40ad-a3bb-32b4b45067a9)

[CarelonRx PHD - Pharmacy Contract Resolution Manager Task (038340)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=305183cd-cab0-4cff-ae2c-7fc51839bddc)

[CarelonRx PHD - Pharmacy Affiliation Search in PeopleSafe (099539)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92b5a07a-a5dd-412e-8035-613ccf5aa230)

[CarelonRx PHD - Reject 21 - Missing/Invalid Product Service ID (077321)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=267546ca-845d-4e48-9184-62f1135d9ec6)

[CarelonRx PHD - Reject 33 - Missing/Invalid Prescription Origin code (063105)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7c8bf2e-ce78-4be8-9952-02badafcc680)

[CarelonRx PHD - Reject 40 Pharmacy Not Contracted with Plan DOS Resolution (066871)](file:///C:\Users\c167917\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\WIS63UW9\CMS-PRD1-066871)

[CarelonRx PHD - Reject 52 (Non-Matched ID Number) Resolution (067154)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d78bc116-d042-4fd3-82e1-d81b40eaf7f8)

[CarelonRx PHD - Reject 84 - Plan Benefits Not Allowed at Retail Pharmacy (060127)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=25f47816-34c7-454e-b4e2-e7c24bdce5e7)

[CarelonRx PHD - Reject 79 / 88 - Incorrect Day Supply Override (097438)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=96eb8be2-f941-4c8e-8197-b8322fd25ea5)

[CarelonRx PHD - Reject EZ - Missing /Invalid Prescriber ID Qualifier (099495)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=68ae77e4-060c-4b2e-a79a-8ff3fa01fe84)

[CarelonRx PHD - Researching Pharmacy Reimbursement Type Check / EFT (086820)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=616f52ca-3c28-432b-8741-5d2bf66e612a)

[CarelonRx PHD - Resolution Manager (RM) Task Job-Aid (065500)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3d05f44f-cb84-4b07-b879-2028d72d3279)

[CarelonRx PHD - Using CIFs for Controlled Substance Override Information (093193)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d550f13e-c12d-468b-9439-3c4a0c756333)

[CarelonRx PHD - Zero Dollar U&C Claims (076468)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d9dc2fc6-8b23-404a-a05a-65041068ee03)

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