# PHD - R6 Specialty Retail Lock Out Network Overrides – for Open Access Specialty Medications

[Process](#_Toc100816631)

[Related Documents](#_Toc100816632)

**LOB:** Commercial

**Description:** Use to assist pharmacies calling when the claim is rejecting for R6 and the medications are Zurzuvae (zuranolone), Vyjuvek (BEREMAGENE GEPERPAVEC-SVDT), Tikosyn (dofetilide), and Dofetilide.

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| Process |

Zurzuvae (zuranolone), Vyjuvek (BEREMAGENE GEPERPAVEC-SVDT), Tikosyn (dofetilide), and Dofetilide are four Specialty drugs that are OPEN access drugs and allowed to fill at any pharmacy.

These four drugs are rejecting at certain Specialty pharmacies with R6 reject message:



* “SPECIALTY DRUG: MBR CALL XXX-XXX-XXXX” in error. These drugs are OPEN access (NOT Limited to CVS Specialty). **The rejection is an error**.

Perform the step below:

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| **Step** | **Action** | |
| **1** | Review the **Rejection Code** and decide if the claim is rejecting for R6.   * If yes, go ahead to next Step. * If no, continue to help the pharmacy resolve the reject. | |
| **2** | Decide the following: | |
| **If the Drug is…** | **Then…** |
| One the following:   * Zurzuvae (zuranolone) * Vyjuvek (BEREMAGENE GEPERPAVEC-SVDT) * Tikosyn (dofetilide) * Dofetilide | Proceed to Step 3. |
| **NOT** one the following:   * Zurzuvae (zuranolone) * Vyjuvek (BEREMAGENE GEPERPAVEC-SVDT) * Tikosyn (dofetilide) * Dofetilide | Proceed to Step 4. |
| **3** | **ACTION:**All incoming calls from a pharmacy reporting the R6 reject for these drugs should immediately be transferred to the Senior Team to process the override.  **Senior Team:** Specialty Retail Lockout overrides, type a Y on the Ovr SRx Rej field. | |
| **4** | Review the **CIF** to decide if the plan allows for an override. | |
| **If…** | **Then…** |
| Yes | Warm transfer to the Senior Team. |
| No | Advise Pharmacy that override is not allowed. |

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| Related Documents |

**Parent Document:** DOC-013205: [Retail Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-013205)

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