Work Instruction Match

1. Override WI for secondary coverage

2. Populate the Reject Message field based on test claim results.

3. Are you able to provide clinical information over the phone...

4. Calculating the Auth Term Date

5. EGWP STCOB Process Checklist

6. Return each system (MedHOK, PeopleSafe and RxClaim) to the blank member search screens.

7. Indicates they are only calling to check the status of a case

8. Agree radio button for Technician Super User

9. "Thank you for calling CVS Caremark. Have a great day, good bye."

10. Specialty Pharmacy may initiate

11. LTC Pharmacy may initiate

12. When providers ask questions about ePA direct the caller to

13. reject code 70 by itself appears on a claim

14. One case: Prior Authorization

15. ESRD - Use ESRD guidelines IF drug specific DT not available.

16. plan limit for a medication has been exceeded

17. a prior authorization case needs to be created

A. WI 092251

B. Close the call

C. Reject code 76

D. WI 113809 step 11

E. WI # 003548

F. If the case is approved

G. A4

H. WI 116198 Step 6 MDO

I. WI 116198 Step 1

J. WI 097272

K. 75/70 As a reject

L. B vs. D only

M. non-formulary case created

N. reject code 75

O. info.caremark.com/epa

P. Any type of coverage

Q. WI 116198 Step 5 MDO