

Next Steps for Prescription Access

What to Do If You Can't Fill Your Medication After January 1, 2026



Rejections at Retail

- When a claim rejects at the point of sale for reasons such as “NDC Not Covered,” Plan Exclusions, “Prior Authorization Required,” or “Product/Service Exclusions”, members should ask their pharmacy to contact their prescriber and begin the prior authorization (PA) process, or relay that there are different covered options.
 - » *Members can ask the pharmacy for the reason code, which may help determine next steps.*
- If a pharmacy declines to contact the prescriber, the member should reach out to their prescriber’s office directly and request that the care team start the PA process (or discuss changing to a preferred product on the CVS Formulary).
 - » *The prescriber will either initiate the PA process or notify the member that the prescription is being changed to a preferred product.*
- If a PA is granted, the member should contact the pharmacy to reprocess the prescription (if the pharmacy hasn’t already).
- If a PA is denied, the prescriber can request an appeal. **Both the member and prescriber will receive a rejection letter/message with instructions on how to submit the appeal.** Note: different processes apply for specialty vs. non specialty medications.

Rejections from Mail Order

- When a claim rejects at mail order for reasons such as “NDC Not Covered,” Plan Exclusions, “Prior Authorization Required,” or “Product/Service Exclusions”, members should ask CVS/Caremark to contact their prescriber and begin the PA process, or relay that there are different covered options.
- If a PA is granted, the member should contact the pharmacy to reprocess the prescription (if the pharmacy hasn’t already).
- If a PA is denied, the prescriber can request an appeal. **Both the member and prescriber will receive a rejection letter/message with instructions on how to submit the appeal.** Note: different processes apply for specialty vs. non specialty medications.

The numbers below are for use by your prescriber or pharmacist. Members should call the CVS Caremark Customer Care team 1-866-818-6911 (available 24 hours a day, seven days a week).

Non-Specialty Prior Authorization Department- CVS Caremark Prior Authorization Department

Phone: 1-800-294-5979
Fax: 1-888-836-0730

Non-Specialty Appeals-CVS Caremark

Can be submitted in writing via fax or mail.

Prescription Claim Appeals MC 109 CVS
Caremark
P.O. Box 52084
Phoenix, AZ 85072
Fax: 1-866-443-1172

Specialty Prior Authorization Department- National CooperativeRx

Phone: 1-608-416-8702 or 1-877-205-6592
Fax: 1-866-278-8190

Specialty Appeals-National CooperativeRx

Can be submitted in writing via fax or mail.

National CooperativeRx Prescription Claim
Appeals
2418 Crossroads Drive Suite 2600
Madison, WI 53718
Fax: 1-866-278-8190

