# Compass MED D - Explanation of Benefits (EOB)

[How to View EOBs in Compass](#_Toc183516664)

[Beneficiary Did Not Receive EOB](#_Toc183516665)

[Requesting EOB Reprints](#_Toc183516666)

[Beneficiary Disputes EOB](#_Toc183516667)

[Resolution Time](#_Toc183516668)

[Related Documents](#_Toc183516669)

**Description:** This document provides the steps to follow for common questions the beneficiary may have regarding their Explanation of Benefits (EOB).

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| How to View EOBs in Compass |

Perform the following to view EOBs in Compass:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot Landing** page, navigate to the **Quick Actions** panel, then click the **Communications** hyperlink. | |
| **2** | Determine who the client is. | |
| **If…** | **Then…** |
| SSI Open only | For **SSI Open only:** CCRs will be able to access all EOBs (including 2015 and prior) as follows:   * Click the **Other Member Letters** hyperlink from the **Communications Quick Links** section:     **Result:** ONEclick opens in a new window.   * Refer to the “Accessing ONEclick - All Clients”section of [Compass MED D - Viewing Correspondence and Requesting Reprints](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6bce8cc8-2318-4271-85a3-07198190a18c) for additional information. |
| All Other Clients | Proceed to the next step. |
| **2** | Verify the following: | |
| **If the CCR needs to view…** | **Then…** |
| 2016 to Present EOBs | Click the **Other Member Letters** hyperlink from the **Communications Quick Links** section:    **Result:** ONEclick opens in a new window.  Refer to the “Accessing ONEclick - All Clients” section of [Compass MED D - Viewing Correspondence and Requesting Reprints](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6bce8cc8-2318-4271-85a3-07198190a18c) for additional information. |
| 2015 or prior EOBs | Click the **Medicare D Letter(s) pre 5/2020** hyperlink from the **Communications Quick Links** section: |

[Top of the Document](#_top)

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| Beneficiary Did Not Receive EOB |

If the beneficiary calls stating they have been enrolled in the MED D plan for several months and has **NOT** received an EOB, the CCR will follow the steps listed below:

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| **Step** | **Action** | | |
| **1** | View the beneficiary’s EOB information. Refer to the [How to View EOBs in Compass](#_How_to_View) section in this document.  **Note:** Beneficiaries may be set up to receive an electronic EOB. For more information, see [Compass MED D - Explanation of Benefits (EOB) Preferences](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd413a6c-ecd6-45bf-9ffe-cf80e576d2af). | | |
| **If the CCR…** | **Then…** | |
| **Has** visibility to EOB **AND** thebeneficiary is **NOT** receiving it  **Note:** Check the beneficiary account to see if they had any prescription activity during the month in question. If no activity shown, the beneficiary would not have an EOB printed for the month in question. | Verify the beneficiary’s address on file. | |
| **If the address is…** | **Then…** |
| Correct | Refer to [Compass MED D - Member Resource Orders (Fulfillment Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a2c4b14-9101-4e14-8221-652e4e6b5b8a) to resend the requested EOB. |
| **NOT** correct | * Update the beneficiary’s address for future EOBs.   + Refer to [Compass MED D - Address Changes and Out of Area (OOA)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a5cf7af0-8a89-45dc-a395-9961dceac183). * Refer to [Compass MED D - Member Resource Orders (Fulfillment Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a2c4b14-9101-4e14-8221-652e4e6b5b8a) to resend the requested EOB. |
| Does **NOT have** visibility to EOB and the beneficiary is **NOT** receiving  **Note:** Check the beneficiary account to see if they had any prescription activity during the month in question. If no activity shown, the beneficiary would not have an EOB printed for the month in question. | Notify the client support team via the [Form for Reporting Client Issues](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=66b7067e-132f-4ba7-8c24-8d15fb712c49) stating that visibility to beneficiary's EOB is not available. Refer to [Submitting Feedback and Reporting Client Issues](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e454e036-8be6-420e-81d2-10b8a1394af4). | |

[Top of the Document](#_top)

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| Requesting EOB Reprints |

The beneficiary can call Customer Care and request a duplicate EOB for any month in which one was originally sent.

Often the beneficiary will request an EOB with **year-end** information.

* In this case the Customer Care Rep will request a duplicate EOB for the last available month with prescription activity
* In the case that the beneficiary requests all 12 EOBs for the previous year, the Customer Care Rep should offer a Statement of Cost for the prior year.

**Note:** Only those months for which the beneficiary had claim activity will have an EOB available for request

Follow the steps below:

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| **Step** | **Action** | | |
| **1** | From the Member Snapshot Landing Page, navigate to the **Quick Actions** panel, then click the **Communications** hyperlink. | | |
| **2** | Click the **Other Member Letters** hyperlink from the **Communications Quick Links** section.    **Result:** ONEclick opens in a new window. | | |
| **3** | Locate and verify the EOB the beneficiary would like reprinted in the document list.  **Note:** Review the EOB to confirm it contains the claim dates the beneficiary is requesting. | | |
| **4** | To request a reprint of an existing EOB(s), check the box in the **Event Code** column.    **Note:** Only one EOB reprint can be selected at a time. If a beneficiary needs multiple EOBs, repeat this process for each EOB. | | |
| **5** | Select **Resend**.    **Result:** The Confirm Resend Details screen displays. | | |
| **6** | Choose format needed from the **Reprint Type** drop-down menu.   * Reprint in current format: Select Standard Print Format   Icon - Important For Alternate formats and/or Non-English Language, refer to [Compass MED D - Member Resource Orders (Fulfillment Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a2c4b14-9101-4e14-8221-652e4e6b5b8a). | | |
| **7** | Confirm the address the beneficiary would like the EOB reprint mailed to. | | |
| **If…** | **Then…** | |
| Current address on file | Click **Submit** and proceed to the next step. | |
| New address | Is this a temporary address for this EOB reprint only? | |
| **If...** | **Then...** |
| Yes | * Update address on the **Confirm Resend Details** screen and click **Submit**. * Document in case comments that a one-time address was used for the EOB reprint. * Proceed to the next step. |
| No | * Update address on the **Confirm Resend Details** screen and click **Submit**. * Update the address, as appropriate, in Compass. Refer to:  * + [Compass MED D - Address Changes and Out of Area (OOA)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a5cf7af0-8a89-45dc-a395-9961dceac183)   + [Compass - Add / Edit / Delete Mailing Address](https://aetnao365-my.sharepoint.com/personal/angel_kristoff_cvshealth_com/Documents/MED%20D/Projects/EOB%20Updates/TSRC-PROD-053255) * Proceed to the next step. |
| **8** | Explain next steps.  You should receive the requested version of your letter within 20 business days. | | |

[Top of the Document](#_top)

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| Beneficiary Disputes EOB |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Review Claims tab on the Claims Landing Page for disputed medications. | |
| **If the claim...** | **Then...** |
| Is active and showing paid | * Ask probing questions to determine the reason for the dispute. * Ask the beneficiary if they contacted the pharmacy; prescriber may have ordered the medication. * Ask the beneficiary if the medication was ordered but they chose to not pick it up; pharmacy may need to be contacted to reverse the claim. * Follow appropriate work instruction to address the issue. |
| Was reversed | Advise the caller the claims were showing as paid at the time that the report was run to generate the EOB, however they have since been reversed and will reflect on their next EOB. |

[Top of the Document](#_top)

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| Resolution Time |

Support Task to be addressed = 3 days TAT

Beneficiary to receive EOB = up to 20 business days

[Top of the Document](#_top)

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| Related Documents |

* Refer to the “Grievance Standard Verbiage (for use in Discussion with Beneficiary)” section in the appropriate work instruction linked to from [Compass MED D - Grievances Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70034f51-77df-49a4-ae97-7d3d63b216b3)
* [MED D - Explanation of Benefits (EOB) General Information](file:///C:\Users\C337799\Downloads\TSRC-PROD-043673)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\Downloads\CMS-2-017428)

[Top of the Document](#_top)

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