**Compass MED D - Viewing Correspondence and Requesting Reprints**

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| Overview |

While the MED D Customer Care Representative (CCR) has the capability to view correspondence with the beneficiary from the **Communications** hyperlink (located on **Member Snapshot** in the **Quick Actions** panel), not all correspondence is loaded in this area. When the need arises to view an exact replica of the letter a beneficiary received, the CCR can also view the **Last 12 Months of Communications** (hyperlink) from the **Medicare D Quick Actions** panel.

**Find Med D EOB / TF from** **6-2020 tool** (ONEclick):

* COB letters (DCOBI, DCOBA, DCOBE, DCOBN)
* ANOC
* EOB from 2016 and later

**Note:** If the beneficiary has questions about electronic EOBs, refer to [Compass MED D - Medicare D Explanation of Benefits (EOBs) Preferences](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd413a6c-ecd6-45bf-9ffe-cf80e576d2af).

* Formulary
  + Beginning in 2021, the Formulary will only be visible in ONEclick if the beneficiary requested a paper copy of this document. Otherwise, the Formulary will be available on the plan website.
* EGWP Formulary
* EOC
  + Beginning in 2021, EOCs will only be visible in ONEclick if the beneficiary requested a paper copy of this document. Otherwise, the EOC will be available on the plan website.
* Dunning Letter #3 (both SSI and NEJE) **and** effective 07/01/17 - **ALL** Premium Billing documents
* Transition Fill Letters on or after June 2020.

**Notes:**

* + - * For the letter types listed above, refer to [Accessing ONEclick - All Clients](#_Accessing_ONEclick_-) section. For SSI only, refer to the [Accessing ONEclick - 12 month Communication History (SSI Only)](#_E-Learning_Questions_/) section.
      * All Premium Billing documents can also be located by their reference ID in theSource, refer to the appropriate document:
        + [Aetna MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\C337799\Downloads\CMS-PCP1-026695)
        + [Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082)
        + [MED D - Blue MedicareRx (NEJE) - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\C337799\Downloads\CMS-PCP1-024894)

**Find Med D EOB / TF thru 5-2020 tool:**

* Transition Fill Letters thru May 2020.
* Negative Formulary Letter
* EOBs from 2015 and earlier

**Note:**  For the letter types listed above, refer to [Using the Find Med D EOB / TF thru 5-2020 Tool](#_Using_the_Find) section

**Note:** In order to view documents in either tool, a valid Medicare D Member must be in session.

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| Accessing ONEclick - All Clients |

Perform the following:

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| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page, navigate to the **Quick Actions** panel and click **Communications**. |
| **2** | Click the **Other Member Letters** hyperlink to access **Medicare D Letter(s) pre 6/2020** communications.    **Result:** Compass automatically authenticates and logs the CCR into **ONEclick** and displays a list of available documents. |
| **3** | Select the appropriate member by clicking the **View** **Documents** hyperlink.    **CCR Notes:**   * Ensure the correct beneficiary is selected by verifying the line-item information in OneClick to Compass before proceeding to the next step. * The list may display duplicate beneficiaries (sorted by member name). If duplicate beneficiaries display, any line item can be selected. * For Manage Preferences, View Emails, and Reset Password processes, refer to [Compass MED D - Medicare D Explanation of Benefits (EOB) Preferences](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cd413a6c-ecd6-45bf-9ffe-cf80e576d2af) or swivel to PeopleSafe and refer to [MED D - Blue MedicareRx (NEJE) - Electronic EOBs](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cbe192d-8188-4ba1-85d8-1217296bfb7c).   **Result:** List of communications will display. |
| **4** | From the **View** column, select **View** from the **View Docs** drop-down list to view appropriate document(s).    **Note:** Refer to [MED D - TRC Fulfillment Code Index](file:///C:\Users\C337799\Downloads\TSRC-PROD-013203) for a list of Event Codes.  **Result:** A PDF version of the letter will display.  If the CCR needs to access fulfillment history beyond the 12-month communication history provided, the CCR should transfer the call to the Senior Team for assistance. Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). |

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| Accessing ONEclick - 12 month Communication History |

**Note:** To view 36 months of Explanation of Benefit (EOB) history, refer to [Accessing ONEclick - All Clients](#_Rationale_1).

In order to access the **ONEclick** database the CCR will:

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| **Step** | **Action** | |
| **1** | From the Member Snapshot Landing Page, select the **Medicare D** tab.    **Note:** The Medicare D Landing Pagewill display. | |
| **2** | From the Medicare D Landing Page, navigate to the **Medicare D** **Quick Actions** panel and click the **Last 12 months of Medicare D Communications** hyperlink.    **Result:** Compass automatically authenticates and logs the CCR into **ONEclick** and displays the main screen.    **CCR Notes:**   * Ensure the correct beneficiary is selected by verifying the line-item information in OneClick to Compass before proceeding to the next step. * The list may display duplicate beneficiaries (sorted by member name). If duplicate beneficiaries display, any line item can be selected. * For Manage Preferences, View Emails, and Reset Password processes, refer to [Compass MED D - Medicare D Explanation of Benefits (EOB) Preferences](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd413a6c-ecd6-45bf-9ffe-cf80e576d2af) or swivel to PeopleSafe and refer to [MED D - Blue MedicareRx (NEJE) - Electronic EOBs](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cbe192d-8188-4ba1-85d8-1217296bfb7c). | |
| **3** | Click the **View Documents** hyperlink to view appropriate document(s).    **Note:** Refer to [MED D - TRC Fulfillment Code Index](file:///C:\Users\C337799\Downloads\TSRC-PROD-013203) for a list of Event Codes.  **Result:** A PDF version of the letter will display.  **Note:** The CCR will ask the beneficiary for the reference number that appears in the top right-hand corner of the letter they received.    **Reminder:** Letters can (but not always) also contain reference numbers such as **(D00XX).**  **Resolution Time:** Immediate viewing of the document.  **Notes:**   * To view 36 months of Explanation of Benefit (EOB) history, refer to the [Accessing ONEclick - All Clients](#_Rationale_1) section in this document.   If the CCR needs to access fulfillment history beyond beyond what is displayed in OneClick, the CCR should **warm** transfer the call to the Senior Team for assistance. Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). | |
| **4** | Ask if there are any other benefit questions. | |
| **If…** | **Then…** |
| Yes | * Address any benefit issues * Document and close the call according to current policies and procedures.   + Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). |
| No | Document and close the call according to current policies and procedures.   * Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). |

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| Accessing ONEclick Directly - Senior Team Only |

In order to access **ONEclick** directly (**NOT** through **Compass** or the **Medicare D Landing** page), the Senior Team Representative will:

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| **Step** | **Action** | | |
| **1** | Access the following link: <https://cvscaremark.memberdoc.com/default.aspx?ReturnUrl=%2fSearch.aspx>  **Note:** If the link will not open from this document or is taking too long, open an internet browser, copy the link into the address field and press the **Enter** button.    **Result:** The **Login** screen will display. | | |
| **2** | Enter your **User Name** and **Password**.  **Note:** If the Senior Team Representative is having trouble accessing ONEclick, they should reach out to a supervisor.  **Result:** The **Correspondence Search** screen will display. | | |
| **3** | On the **right side**of the screen, under **Member Information**, enter the following data in order to find correspondence information for the beneficiary.  **Reminder:** The more data entered, the smaller the search results list will be. | | |
| **Field** | | **Data to be entered** |
| **Event Code**  **Note:** This is not a search requirement and the CCR will not normally utilize this function. | | Fulfillment within CVS Caremark to describe the various material packets that may be mailed to a Beneficiary. |
| **Member G Number**  **Note:** This is the most common search method used by the CCR. | | The number assigned to the beneficiary for the plan. |
| **Member MBI/HICN Number** | | The beneficiary’s Social Security Administration Number. |
| **Carrier** | | Unique 8-digit ID for clients and their subsets. |
| **Member Name (group contract search only)** | | Any part of the group name can be entered. |
| **4** | Click on the **Search** button.  Senior Team Representatives should be using the **Member ID** number (G Number) to search for letters.  **Note:** The CCR can cancel the search at any time by clicking the **Cancel** button.    **Result:** The **Correspondence Search Results** screen will display populated with data entered on the previous screen. | | |
| **5** | Locate the appropriate letter/correspondence for the beneficiary.  **Note:** Refer to [MED D - TRC Fulfillment Code Index](file:///C:\Users\C337799\Downloads\TSRC-PROD-013203) for a list of Event Codes.  **Note:** The search results may continue to another page.   * Use the arrows at the bottom **right corner** to access the next page. | | |
| **6** | Click the corresponding hyperlink in the **View** column in order to view the correspondence.  **Result:** A new window will open with the document displayed using Adobe Acrobat.  **Notes:**   * This can take up to 20 seconds. * The CCR should ensure that pop ups are allowed or the display window cannot open. | | |
| **7** | Ask if there are any other benefit questions. | | |
| **If…** | **Then…** | |
| Yes | * Address any benefit issues. * Document and close the call according to current policies and procedures. * Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). | |
| No | * Document and close the call according to current policies and procedures. * Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). | |

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| Using the Find Med D EOB / TF thru 5-2020 Tool |

 Before attempting to address **any** MED D issue for a specific client, access the CIF to ensure CVS Caremark Part D Services, LLC is contracted for the specific issue.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Beneficiary has questions regarding an Explanation of Benefits (EOB) or Transition Fill letter that was mailed prior to 2016. |
| **2** | From the Member Snapshot Landing Page, navigate to the **Quick Actions** panel and click **Communications**. |
| **3** | Click the **Medicare D Letter(s) pre 5/2020** hyperlink to access communications.    **Result:** Compass automatically authenticates and logs the CCR into the **RR Donnelley Database** displaying the search screen. |
| **4** | Paste or input the Member ID. Then click **Search**.    **Result:** List of available letters display. |
| **5** | Click the hyperlink to the desired document to view it.  **Result:** A PDF version of the letter will display. |
| **6** | Document and close the call according to current policies and procedures.   * + Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). |

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| Requesting Reprints |

Follow the steps below:

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| **Step** | **Action** | | |
| **1** | Access **OneClick** in Compass. For assistance, refer to the [Accessing ONEclick - All Clients](#_Rationale_1) section of this document. | | |
| **2** | Locate and verify the document the beneficiary would like reprinted in the document list.  **Note:** If requesting an EOB, confirm the EOB contains the claim dates the beneficiary is requesting. | | |
| **3** | To request a reprint of existing document(s), select the radio button in the **Event Code** column.  **Note:** Only one reprint can be selected at a time. If a beneficiary needs multiple documents, repeat this process for each document. | | |
| **4** | Select **Resend**.    **Result:** The Confirm Resend Details screen displays. | | |
| **5** | Choose format needed from the **Reprint Type** drop-down menu.   * Reprint in current format: Select Standard Print Format   Icon - Important For Accessible 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). | | |
| **6** | Confirm the address the beneficiary would like the document reprint mailed to. | | |
| **If…** | **Then…** | |
| Current address on file | Select **Submit** to process the reprint. | |
| New address | Is this a temporary address for this reprint only? | |
| **If...** | **Then...** |
| Yes | Update address in **Confirm Resend Details** screen and click **Submit**. Document that a one-time address was used for the reprint.  Refer to [Compass - Call Documentation](file:///C:\Users\C337799\Downloads\TSRC-PROD-050011) and [Compass MED D - Call Documentation Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-061758). |
| No | Update address in **Confirm Resend Details** screen and click **Submit** and update the address, as appropriate, in Compass.  Refer to [Compass MED D - Address Changes and Out of Area (OOA)](file:///C:\Users\C337799\Downloads\TSRC-PROD-061760). |
| **7** | Explain next steps.  You should receive the requested version of your document within 20 business days. | | |

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| Related Documents |

**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)

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