# Compass – CVS ID Error

[Process](#_Toc206664375)

[Scenario Guide](#_Toc206664376)

[Turnaround Time (TAT)](#_Toc206664377)

[Related Documents](#_Toc206664378)

**Description:** Process when a CVS ID error is displayed on an account and how to open a ticket with First Level Support.

**Note:** Eligibility in the CIF does not determine who handles this error. After verifying this is not a cash card account, create support task.

 Review the CIF, if the CIF indicates this is a Non PBM Carrier, **do not** submit a Support Task.

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| Process |

* If a CVS ID is displayed, ensure you are not in Cash Card account, agents cannot take actions on Cash Card accounts.



* If the account is a Cash Card account, determine if this is the coverage the member is calling about.

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| **If…** | **Then…** |
| This is the coverage the member is calling about | Proceed in assisting the member. |
| The member is unsure | Close the case, perform an additional member search, and determine if the member has PBM benefits under another line of eligibility. |
| The account is NOT a Cash Card account | Proceed to Step 1. |

If a CVS ID error is displayed, perform the following steps:

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| **Step** | **Action** |
| **1** | Once the account is accessed, click **Create Support Task**. |
| **2** | In the Support Task in the **Type** drop-down, select **Ineligible Member/Spouse/Dependent/CVSID**, and complete any required and applicable fields. |
| **3** | Navigate down to the **Additional Information** section and complete all required fields.   * Select **CVS ID error** from the Available Actions, then click **the top arrow** to add it to the Chosen table. |
| **4** | Complete **Notes** to include “CVS ID error displays when accessing the account.” Then **Save**. |

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| Scenario Guide |

Refer to the following scenarios as needed:

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| **Scenario** | **Action** |
| Agent is unable to access or update member’s information in Compass.  **Example:** Update Address or Phone number. Access Mail Order History, etcetera. | Complete the Support Task in the [Process](#_Process_1) section above. |
| CVS ID Error does not prevent agent from assisting caller’s reason for calling. | Continue assisting the caller and complete the Support Task in the [Process](#_Process_1) section above. |

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| Turnaround Time (TAT) |

FEP Two (2) business days max

Non FEP Five (5) business days max

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| Related Documents |

[Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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