# Aetna Compass - Order Shipping Turn Around Time

[Turn Around Time](#_Toc104562060)

[Related Documents](#_Toc104562061)

**Description:** This job aid is to be used when discussing with the member the time it will take to process their mail order prescription (including new or refill orders). The turn around time (TAT) begins on the day we receive a mailed in order form, or when an order is placed through Customer Care, the secure member website, etc.

**Note:** For Support Task TAT, refer to [Aetna Compass - Support Task Types and Uses (064337)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60de5c3d-5cfd-4349-a09d-1f77ce66fbac).

|  |
| --- |
| Turn Around Time |

**STEP 1: Provide the TAT for when the order is expected to ship.**

* **Prescription refills with no issues (not expired or out of refills)** will ship within 2 business days after the order is placed/received.

You can expect your order to ship from our pharmacy within 2 business days.



Day 1 is the day the order is placed. Orders ship on the first business day available upon processing being completed.



As a reminder, this does not include actual shipping time after it leaves our facility to when you will receive your prescription.



* **New prescriptions** will ship within 5 business days after the order is placed/received.

We need to contact your provider for a new prescription. You can expect your order to ship from our pharmacy within 5 business days once it is received, provided your provider responds.



Orders ship on the first business day available upon processing being completed.



As a reminder, this does not include actual shipping time after it leaves our facility to when you will receive your prescription.



Orders can be expedited in two ways:

* **Expedited Shipping:** The member can choose to pay an additional cost for expedited shipping (Next day, or 2 day). This will **not** expedite the processing time in house. For more information on Expedited Shipping, refer to [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153).
* **Expedited Processing:** The member has a specific situation (outlined in [Aetna Compass - Expediting a Mail Order in Process and Upgrading Order Shipping (064304)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=181cab0e-94da-4662-8532-8ef33bd774b2)) that entitles them to have their order moved to the front of processing queues.

Whether the member receives Expedited Shipping or Expedited Processing for their order, they should be made aware that any processing delays may cause a delay in the time it takes to receive the order.



**Notes:**

* **Processing Delays -** A prescription may be delayed in processing to obtain/resolve prior authorizations, if there are inventory issues, or if the order needs pharmacist intervention, payment, or payment verification.
  + **Pharmacist Intervention:** Refill orders can form a Drug Utilization Review (DUR), requiring pharmacist intervention if the member is now on another medication that is a therapeutic duplication or has the potential for a negative interaction.
  + **Payment:** You must make every effort to obtain a method of payment. If the member refuses to provide a valid payment method, you may submit an Offline Refill Request; however, placing this task is not a guarantee that the member’s order will be shipped out without payment. Participant Services may reach out to the member for payment if required. Refer to [Aetna Compass - Create a Support Task (064130)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2058dc90-1783-4ba5-8816-f67baedc5cc9). Create the following support task:
    - **Task Type:**  Refills Request – Offline Refills
    - **Task Reason:** System Error on Refill Screen
    - **Shipping Address:** Enter member’s accurate shipping address.
    - **Drug Names:** Include Rx number(s) and Rx name(s)in the Drug Names field.
    - **Notes:** “Member will not provide method of payment”.
* **ePrescriptions -** Electronic prescriptions eliminate the mailing portion from the member to us. If the prescription is not yet visible in Compass, advise the member it can take up to 2 business days from receipt of the prescription to be visible in Compass.
* **eAlerts -** When the order is received by the pharmacy, the member may receive an e-alert with information regarding when the order will ship. **Example:** We have received and begun processing an order for you. This order was submitted by your provider. Your order will ship from our pharmacy within 2 business days for refill prescriptions and within 5 business days for new prescriptions, unless additional information is required.

**Note:** Prescriptions received by phone, fax, or eScribe should appear in Compass within 2 business days. Rx Translation can take up to four (4) business days. Educate the member on the turnaround time, then investigate as appropriate.

**STEP 2: Encourage use of CMP alerts and the secure member website to check the status of the order.** Refer to [Aetna Compass - Managing Messaging Platform (MP) Notifications (064252)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9d641520-395f-4b80-ab61-f2851dc486b9) and [Aetna Compass Member Website – View Order Status](CMS-PRD1-114438) as needed.

* Encourage the member to sign up for CMP alerts. Most CMP alerts will include tracking numbers; however, 2-way texts will not include this information. The member can also obtain the tracking number online on the Order Status screen of the secure member website.
* Once the order ships, the member can use the tracking number to determine how long it will take for the order to arrive.
* Using CMP or the secure member website will also notify the member if there is a delay in processing their order.
* Do not provide the member with a general shipping time frame, as this will vary depending on shipping method and geographic location of the member.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Abbreviations / Definitions:** [Customer Care Abbreviations, Definitions, and Terms](CMS-2-017428)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**