# Aetna Compass - Manage Diverts/Conflicts (Release Order)

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**Description:** Outlines the process to manage diverts, which requires the CCR to correct common diverts/conflicts which are holding orders and then release them.

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| Important Reminders |

 Orders should not be released without payment, including past due balances.

 Any payments mailed in with the order (for instance, checks or money orders) will display in the **Other Payments Applied**field.

 During the Manage Diverts flow, if a Not Available at Mail or a Not in Stock pop up displays, refer to the [Not Available/Not in Stock Scenario Guide](#_Not_Available/Not_in).

 Read order Conflicts and notes before proceeding. Rx’s with Prescriber holds and delayed prescriber response cannot be released. Refer to [Aetna Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response (064477)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9438e579-5a5f-420b-a879-3f92a42823e2).

**Exceptions:**

* Order placed on hold for a Prior Authorization (PA), and a PA has been received and approved on file.
* Order on hold due to NIS (Not in stock) but medication is now back in stock through mail order.

For these scenarios, refer to the [Manage Divert Issues Support Task](#_Manage_Divert_Issues) section below.

 A rejected order status requires a new order to be created.

 The key to restarting the order is to correct the Error FIRST! Selections made on the Manage Diverts screen will not restart the order if the error has not been corrected FIRST. In some cases, corrections/edits may not be required to resolve the Divert.

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| Managing a Conflict |

Complete the following steps:

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| **Step** | **Action** |
| **1** | Navigate to the **Mail Order History** tab on the Claims Landing Page.  A screenshot of a computer  AI-generated content may be incorrect., Picture  **Result:** The Mail Order History screen displays. |
| **2** | Locate the **Order Number**.  Picture 3, Picture  **Notes:**   * Use the chevron arrow to collapse and expand a preview of the order   . * Recap the member’s order to confirm you select the correct order. When you recap, you should verify the patient name (i.e., who the medication was prescribed for) and the following medication information with the member:   + Drug Name   + Dosage Form (e.g., tab, capsule, ER or extended release, etc.)   + Strength   + Quantity   + Days’ Supply |
| **3** | Click the **Order Number** hyperlink that contains the prescriptions that should be released.  A screenshot of a computer  AI-generated content may be incorrect., Picture  **Result:** The Order Details screen displays. |
| **4** | Review the orange banner to determine the reason for the divert.  A close-up of a prescription  AI-generated content may be incorrect. |
| **5** | Click the **Manage this conflict** hyperlink and follow the prompts. (The system is intuitive and will guide the agent.)  **Result:** TheOrder Details screen displays:  A screenshot of a computer  AI-generated content may be incorrect.  **Note:** Clicking the **Manage this conflict** hyperlink assists with resolving the divert. |
| **6** | Review the **Shipping Address** and **Payment Method** fields to verify that the selected payment and address are correct, then resolve all issues.  **Notes:**   * For assistance on resolving payment issues, refer to the [Payment Divert Scenario Guide](#_Parent_SOP). * For assistance on updating the address, refer to the [Invalid Address Scenario Guide](#_Invalid_Address_Scenario). |
| **7** | Click **Release Order** at the bottom of the Order Details screen.  **Results:**   * The Order Details screen refreshes to default view and a green success toast with the following message displays: “Divert resolved successfully.”   (The system removes the warning banner related to the now resolved conflict from the top of the screen.)   * The system will add a Mail Order Alert automatically.   **Example:**The system will auto-document a High Copay Order Alert via the Order Details screen.   * If a **Future Fill Hold – Test Claim Results** popup displays, proceed to the [Rx on Future Fill Hold](#_Rx_on_Future) section below. |

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| Rx on Future Fill Hold |

 Do **not** attempt to resolve a divert for any controlled medication C2-C5. Do **not** place an override.

For an Rx that is in Future Fill, a **Future Fill Hold - Test Claim Results** popup will display after resolving a divert.

A screenshot of a computer

AI-generated content may be incorrect.

**Notes:**

* The **Continue** button will be disabled if a Test Claim rejects and the following message displays: “Confirm with the member if they are running low or out of medication and review CIF for available options.”
* Click the **Reject code #** hyperlink to view the reject messaging on the claim. Refer to [Aetna Compass – Plan Benefit Overrides (PBO Reference Page) (064523)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6d2fdb8c-3a06-4f4f-ae86-3f4ebd920bda).
* Refer to the [Future Fill Divert Scenario Guide](#_Future_Fill_Divert) for the following scenarios:
  + The medication is a **Controlled Substance**. Do not attempt to resolve a divert for any controlled medication C2-C5. Do not place an override.
  + The following banner message displays: “Test claims failed to run. Try rerunning test claims.”
  + A pop-up message displays indicating the Test Claim failed.

Complete the following Steps:

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| **Step** | **Action** |
| **1** | Confirm **Test Claim Status** results show ACCEPT, then click **Continue** to release the order.  **Result:** The Order Details screen displays.  **Notes:**   * If caller does not want to release order, click **Cancel** to return to the Order Details screen. * If the member request not to fill a medication that displays in the **Future Fill Hold - Test Claim Results** popup, click **Cancel** to remove the Rx from the order. |
| **2** | Verify the payment method and shipping is correct.  **Result:** The Order Detailsscreen will display any updates.  **Notes:** If updates are needed, refer to the appropriate Scenario Guide:   * [Payment Divert Scenario Guide](#_Parent_SOP) * [Invalid Address Scenario Guide](#_Invalid_Address_Scenario) |
| **3** | Click **Release Order** at the bottom of the Order Details screen.  **Result:** The Order Details screen refreshes to default view and the following message displays: “Future Fill conflict was resolved.” (The system removes the warning banner related to the now resolved conflict from the top of the screen.)  **Note:** If a pop-up message displays indicating the Test Claim failed, refer to the [Future Fill Divert Scenario Guide](#_Future_Fill_Divert) for additional information. |

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| Future Fill Divert Scenario Guide |

Refer to the table below:

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| **Scenario** | **Action** | |
| Test claims failed to run.  Try rerunning test claims. | 1. Click the **Try rerunning test claims** hyperlink.   A screenshot of a test results  AI-generated content may be incorrect.  **Result:** The Future Fill Hold - Test Claim Results screen displays. The **Test Claim Status** field will display: “Test claim failed.”  A screenshot of a test results  AI-generated content may be incorrect.   1. Click **Continue**.  * Click **Cancel** to exit the Test Claim Results screen.   **Result:** The Order Details screen displays. The following message will display in the **Cost** section: “Test Claim failed. **Run a manual test claim**.”  A screenshot of a computer  AI-generated content may be incorrect.   1. Click the **Run a manual test claim** hyperlink.   **Result:** The Test Claim subtab will open.  **Notes:**   * The **Total Cost** will be blank. * Click **Reset** to start over managing the divert.  1. Return to Rx on Future Fill Hold [Step 1](#Step1). | |
| Clicking Release Order  The Test Claim failed to run automatically | When the **Review the Following** pop-up message below displays, a manual Test Claim is needed to provide the member with the copay amount:  “The test claim failed to run automatically. Verify you have provided the copay.”  A screenshot of a review  AI-generated content may be incorrect. | |
| **If …** | **Then…** |
| Manual Test Claim has been run | 1. Click the **checkbox** to indicate “I have run a manual test claim and provided the copay amount to the member.”   **Result:** The **Place Order** button will illuminate.   1. Click **Release Order** to continue with the order.    1. Click **Cancel** to return to the Order Details screen. |
| Controlled Substance Future Fill Early Refills | Follow the scenarios below if a Mail Order Prescription shows in Future Fill (FFL) for a controlled medication: | |
| **If FFL Controlled Substance Early Refill conflict is…** | **Then…** |
| Present  **Notes:**   * If the **CS ER Refill** conflict is present, do not action the FFL conflict. Reinforce with the member the date at which their prescription can be filled (FFL Date). * Refills for controlled substances are based on several factors outside of whether the plan will cover the fill. If you run a test claim, do not advise the member the medication can be filled. Instead, review the **Next Refill** or FFL Date in Compass. | Inform the caller:  This prescription is too early to fill. You can fill this prescription on (provide Future Fill date – green highlight above).   * The member pushes back and requests fill before the Future Fill date:   I can definitely understand. I’m happy to transfer you to our Clinical Care team to review your request.   * + [Warm conference/transfer (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) the member to Clinical Care Services (CCS) and explain to the technician or pharmacist assistance is needed with a Future Fill Controlled Substance Early Refill conflict.   Do **not** attempt to resolve a divert. Do **not** place an override. CCS determines next steps. |
| **NOT** present | Check the CIF for any instructions on Controlled Substances. If the CIF does not specify, follow normal processes for assisting the member with Controlled Substances.    Refer to the following documents as needed:   * [Aetna Compass - Controlled Substance State Laws (064320)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=19e5bb93-3759-431a-8914-c0e7d6e3b8ef) * [Aetna Compass - Controlled Substance Information (C2-C5) (064268)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02e17e58-5b56-41cd-ab08-d27d9f8cad5d) |

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| Payment Divert Scenario Guide |

Refer to the table below:

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| **Scenario** | **Action** |
| High Copay Warning, Maximum Allowable Benefits Exceeded, DAW Difference/Penalty, Over order limit | 1. Read the **High-Cost** statement to the member.  * If the member accepts the cost of the order, click the **Caller accepts cost of order** checkbox.  1. Verify the payment method and shipping is correct. 2. Click **Release Order**.     A screenshot of a computer  AI-generated content may be incorrect.  **Note:** The system will auto-document a High Copay Order Alert via the Order Details screen. |
| Balances Due, Over Cardholder's Limit, Over Cardholders Aged Limit (Past 60 days Old) | 1. Inform the member payment of the full balance is required to release the order. 2. Verify the payment method and shipping is correct. 3. Click **Release Order**.   A screenshot of a message  AI-generated content may be incorrect.  **Notes:**   * Clicking the **View** **Mail Order Payment History** hyperlink will provide the agent more information on the previous balance. * If payment is made on the **Mail Order Payment History** tab, that change will be reflected on the **Order Details** screen. |
| Partial Authorization Amount | 1. Inform the member that their method of payment was partially approved for <xx.xx>, and there is an amount due of <xx.xx>. 2. From the **Payment Method 2** drop-down menu, select the payment method the caller would like to use for the remaining amount due.  * If payment method is not listed, click the **Add/Update** button to add a new method of payment. Refer to [Aetna Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (064234)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=40bc4720-700b-441e-8d15-aa3075ea9f81).  1. Once the payment method is updated/added, return to Order Details, and choose payment method from Payment Method 2 drop-down menu. 2. Click the **Submit Support Task** button.   A screenshot of a computer  AI-generated content may be incorrect. |
| Courtesy Call, Missing Amount,  Expired, Invalid, Denied Auth, FSA Card Denied, E-Check Registration Required | 1. Advise the member the system shows the method of payment requires an update. 2. Next to the **Payment Methods** dropdown, click the **Add/Update** button. 3. Add or update the method of payment for the order. For further assistance, refer to [Aetna Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (064234)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=40bc4720-700b-441e-8d15-aa3075ea9f81). 4. Once the payment method is updated/added, return to Order Details and choose payment method from drop-down menu. 5. Click **Release Order**.   **Note:** If applicable, advise the member a check was applied to the order, and if it is not enough to cover the cost, they may receive a call for payment or a bill with the shipped order. |

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| Invalid Address Scenario Guide |

Refer to the table below:

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| **Scenario** | **Action** |
| Address Invalid | 1. Advise the member the system shows the shipping address requires an update. 2. Next to the **Shipping Address** dropdown, click the **Add/Update**.   A screen shot of a computer screen  AI-generated content may be incorrect.   1. Add or update the shipping address for the order. Refer to [Aetna Compass – Add / Edit / Delete Mailing Address (064122)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65cf8fc6-5be3-4921-84d1-e716fca9593d). 2. Once the mailing address is updated/added, return to the Order Details and choose address from the drop-down menu. 3. Click **Release Order**. |

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| Not Available/Not in Stock Scenario Guide |

Refer to the table below:

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| **Scenario** | **Action** |
| Prescription Not Available at Mail | When clicking the **Manage Diverts** hyperlink in the Order Details screen, if the medication(s) selected are Not Available at Mail, a popup will display.  **Notes:**   * If all the Rx(s) in the order are Not Available at Mail, cancel the order or place on indefinite hold and advise the caller of actions taken. * If the order has a combination of Rx(s) that are available and Rx(s) that are Not Available at Mail, place the Rx(s) on Hold that are Not Available at Mail before Managing the Divert.     Advise the caller of the options available to them:   1. Offer to check CVS retail inventory to determine if the medication is available for the caller to get at a local pharmacy. If the **Check CVS Retail Inventory** hyperlink is selected, the Rx will pre-populate in the CVS Retail Inventory screen. Refer to the following work instruction for more information:  * [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) * Do NOT initiate a Mail to Retail Transfer Support Task. Refer to [Aetna Compass - Prescription (Rx) Transfer (064299)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b56c8a-03cd-4e19-a7cc-cd127e51931e) for direction on Mail to Retail Transfer request.  1. Advise the caller they can contact their provider for alternative medication. If the caller asks about alternatives, refer to [Aetna Compass - Viewing and Running Test Claims for Alternative Rx(s) (064908)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8542a3de-e69e-4483-b154-f3fadb182a49).  * Advise the caller any alternatives found would need to be discussed with their provider and a new prescription would need to be sent to our mail order pharmacy. * If no alternatives are found and the caller wants to continue with the medication that is Not Available at Mail, advise the caller they would need to fill the prescription at another in network pharmacy. * Refer to [Aetna Compass - Prescription (Rx) Transfer (064299)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b56c8a-03cd-4e19-a7cc-cd127e51931e) (do NOT initiate a Mail to Retail Transfer Support Task). * If alternatives are found, run test claims to determine coverage and pricing for the alternatives to discuss with their provider. |
| Prescription Not in Stock at Mail | When clicking the **Manage Diverts** hyperlink in the Order Details screen, if the medication(s) selected are Not in Stock at Mail, a popup will display.    Advise the caller of the options available to them:   1. Advise the call that the order can be placed, Release the order, and the pharmacy will reach out to the provider for alternatives. Members registered to receive digital communications will periodically be notified on the status of the outreach. There may be a delay in fulfilling the order. If the caller wants to proceed, click **Manage Diverts**.  * If the caller wants to proceed with this, inform the caller that if they try and fill the original medication at another in-network pharmacy, the Rx that is Not in Stock would need to be canceled or placed on hold before it can be filled at another in-network pharmacy. * If the caller does not us to reach out for alternatives on the Not in Stock medication, click **Cancel**. Place the Not in Stock medication on Indefinite Hold. Click the **Manage Diverts** hyperlink in the order to release other Rx(s) that are available to be filled in the order, if any.  1. Offer to check CVS retail inventory to determine if the medication is available for the caller to get at a local pharmacy. Refer to the following work instruction for more information:  * [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) * Do NOT initiate a Mail to Retail Transfer Support Task. Refer to [Aetna Compass - Prescription (Rx) Transfer (064299)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b56c8a-03cd-4e19-a7cc-cd127e51931e) for direction on Mail to Retail Transfer request. If the caller wants the medication transferred, place the Rx on hold.  1. Advise the caller they can contact their provider for alternative medication. If the caller ask about alternatives, refer to [Aetna Compass - Viewing and Running Test Claims for Alternative Rx(s) (064908)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8542a3de-e69e-4483-b154-f3fadb182a49).  * Advise the caller any alternatives found would need to be discussed with their provider and a new prescription would need to be sent to our mail order pharmacy. * If no alternatives are found and the caller wants to continue with the medication that is Not in Stock at Mail, advise the caller they would need to fill the prescription at another in-network pharmacy. If the caller wants to transfer the existing Rx to an in-network pharmacy: * [Aetna Compass - Prescription (Rx) Transfer (064299)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b56c8a-03cd-4e19-a7cc-cd127e51931e) (do NOT initiate a Mail to Retail Transfer Support Task). If the caller wants the medication transferred, place the Rx on hold. * If alternatives are found, run test claims to determine coverage and pricing for the alternatives to discuss with their provider. |

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| Manage Divert Issues Support Task |

Use the **Manage Divert Issues Support Task** only if the [Managing a Conflict](#_Rationale) process described above does not resolve the divert or is not applicable to your situation.

Refer to [Aetna Compass - Create a Support Task (064130)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2058dc90-1783-4ba5-8816-f67baedc5cc9) as needed.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Navigate to the **Mail Order History** tab on the Claims Landing Page.  A screenshot of a computer  AI-generated content may be incorrect., Picture  **Result:** The Mail Order History Screen tab displays. | |
| **2** | Locate the **Order Number**.  A screenshot of a computer  AI-generated content may be incorrect., Picture  **Note:**  Use the chevron arrow to collapse and expand a preview of the order  . | |
| **3** | Click the **Order Number**hyperlink that contains the Rx(s) in question.  A screenshot of a computer  AI-generated content may be incorrect., Picture  **Result:**  The Order Details screen displays. | |
| **4** | Review the orange banner to determine the reason for the divert, and review the table below for necessary actions before submitting a Manage Divert Issues Support Task: | |
| **Type of Divert** | **Action** |
| Future Fill | 1. Perform any appropriate overrides or make the necessary changes on the member’s account, if needed. 2. Confirm via a Test Claim that the needed medication will accept on today’s date.  * If it denies, continue to investigate the issue. * If it accepts, submit a Manage Divert Issues Support Task. |
| Address Verification | 1. Make the necessary changes on the member’s account, such as adding or updating their address on the order. 2. Include in the Support Task notes that the address has been updated and/or verified. |
| Back Orders | Include in the Support Task notes:   * If the member approves the delay and wishes us to fill the medication when available. * If the member does not want to fill the order.   If a medication is on hold for delayed prescriber response due to being not in stock (NIS) and you have confirmed that it is now in stock through mail order, proceed to Step 5. Refer to [Aetna Compass – Test Claims (064284)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf264650-c4b2-4b12-a7da-15d39fa128c3) to determine Mail availability.   * Include in the Support Task notes: “Medication previously not in stock. Confirmed medication is now available through mail. Please process and ship medication.”   For assistance, refer to [Aetna Compass – Member Unable to Locate Medication at Mail Order or Retail with Lifeline Support (Back Order, Shortage, Not in Stock - NIS) (065602)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f690e4f-598d-4a35-9f4d-57f21728eaec). |
| Prior Authorization | 1. Rx is being held because of Prior Authorization (PA) and there is now an approved PA in the system. 2. Run a test claim to confirm the claim is now accepted.   **Note:**  Explain in the Support Task notes that there is a PA in the system and to please ship the order. |
| **5** | Click the **Order Action** drop-down menu to display actions available, then select **Manage Divert Issues**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** New Support Task: Support Task tab displays.  A screenshot of a computer  AI-generated content may be incorrect.  **Note:**  The system will not allow this option if the order is in Shipped status or the order is Canceled. The system will display the following error message: “Manage Divert task for (order number) cannot be created due to the following issue” followed by the criteria that caused the error message. | |
| **6** | 1. Choose appropriate divert type from the **Type of Divert** drop-down menu. 2. Complete the required fields and sections as indicated by the template.   **Note:** Fields containing an asterisk (\*) are required. Some information will be pre-populated. | |
| **7** | Include detailed notes about the situation and the Divert Type you attempted to resolve in the support task notes.    A screenshot of a computer  AI-generated content may be incorrect. | |
| **8** | Click **Save** and educate the member on the appropriate turnaround time.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** A “Support Task was created” message displays. | |

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| Turn Around Time |

Up to 2 business days

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| Related Documents |

**Abbreviations / Definitions:** [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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