# Aetna Compass - Expediting a Mail Order in Process and Upgrading Order Shipping

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**Description:** Instructions for when a plan member would like to expedite an order in process (shortening the Mail Order processing time) and upgrade the shipping of a Mail Order prescription (shortening the shipping time). An order must be expedited before upgrading the order’s shipping method.

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| Order Statuses That Cannot Be Expedited |

When a Mail Order prescription is in one of the following order statuses, it **cannot be expedited**:

* Any showing Shipped
* Future Fill due to delayed prescriber response
* Awaiting a prescriber fax
* In **fax-inactive** status
* CII prescription in TP2 review
* Reject Hold

**** Do not attempt to expedite an order in any of the above statuses. Doing so may cause the order to get stuck in the back end and cause further delays.

If a member requests that a Mail Order be expedited when it is in one of the above statuses, take the following actions:

* Advise the member that the order will be shipped shortly, and we are unable to make any changes at this time.
* Add a **Mail Alert** that includes the order number and that the attempt to expedite the order was unsuccessful. Refer to for [Aetna Compass - Viewing, Adding, and Editing Alerts (064005)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=652619ef-a981-47b7-b495-cba32251f724) for the process of adding a Mail Alert.

If the caller is requesting the Shipping Fee be waived, refer to [Aetna Compass - Waiving Shipping Fees or Crediting Shipping (073695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ca6921b5-1e3e-4e6d-8079-93571128e08e)to determine if the caller meets criteria for waiving shipping fees. **DO NOT** proactively offer to waive shipping fees.

For more information about the different order statuses, refer to [Aetna Compass - Mail Order History / Order Status (064294)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36f898d4-c1f8-4635-b255-f909e023345c).

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| Expediting Order in Process |

To expedite an order in process, follow the steps below:

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| **Step** | **Action** |
| **1** | Determine if the member is low or out of medication.   * If **yes**, refer to Member [Aetna Compass - Member Low or Out of Medication (064522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9d9f0a20-e05a-4cf1-aa38-e8b6d1e67800) and complete as appropriate. Then proceed to the next step. * If **no**, proceed to the next step. |
| **2** | Navigate to the Claims Landing Page and click the **Mail Order History** tab.  **Result:** All Mail Orders will display. |
| **3** | Locate the order to be expedited and click the **Order Number** hyperlink.  **Notes:**   * You can filter search results by using the **Date Range** fields to enter from and to dates, then clicking **Apply**. * By clicking the drop-down arrow next to the **Order Number** hyperlink, the agent can view all prescriptions in the order.       **Result:** The Order Details screen displays. |
| **4** | Select the checkbox next to the drug name of each medication in the order. Once all medications to be expedited are selected, click the **Expedite** button.  If an order is in future fill, dispensing, packed, metered, or shipped status, it can NOT be Expedited.  **Note:** If the **Expedite** button is disabled, the system will include a tooltip to explain the reason the expedite request cannot be completed.    **Result:** When the order is expedited successfully, the following message displays: “Order \_\_\_\_\_\_ has been expedited.” |
| **5** | Provide the Turn Around Time for when the order is expected to ship (**Example:** The processing time) and the shipping time (using the shipping method chosen).   * For order processing turnaround times, refer to the [processing info](#ProcessingTATFAQ) in the [FAQs](#_Shipping_FAQs) section below. * For information regarding shipping turnaround times, as well as any upgraded shipping options and associated fees, refer to the [FAQs](#_Shipping_FAQs) section below and [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153) as needed.   You must provide the Turn Around Time and fees associated with the shipping method to the member.   * If the member decides to upgrade the shipping after hearing the Turn Around Time, refer to the [Upgrading Order Shipping](#_Upgrading_Order_Shipping) section below. |

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| Upgrading Order Shipping |

To upgrade the shipping of a member’s order, follow the steps below:

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| **Step** | **Action** |
| **1** | From the **Mail Order History** tab, locate the order to be expedited and click the **Order Number** hyperlink.  **Notes:**   * You can filter search results by using the **Date Range** fields to enter from and to dates, then clicking **Apply**. * By clicking the drop-down arrow next to the **Order Number** hyperlink,the agent can view all prescriptions in the order.     **Result:** The **Order Details** screen displays. |
| **2** | Review the Order Details to verify that the status is **In Process**, **Scanned**, **Entered**, or **Opened**. In other words, verify that the order is not too far along in the process for the shipping method to be changed. |
| **3** | Advise the member of shipping turnaround times and applicable fees. Refer to the [FAQs](#_Shipping_FAQs) section below and [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153) as needed.  **Notes:**   * Upgraded shipping fees will NOT be waived. * For 2nd day delivery, if the actual ship date is Thursday, the shipping method will be upgraded to Urgent next day at no charge to the member. A communication letter will be sent to the member informing them that we provided this added service by prioritizing their order. |
| **4** | From the bottom-left corner of the Order Details screen, click the **Shipping Options** drop-down menu and select the desired shipping method. Then click the **Update** button. |
| **5** | Verify shipping address and payment method and update as needed.   * Refer to the appropriate work instruction for more information: * [Aetna Compass - Add / Edit / Delete Mailing Address (064122)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65cf8fc6-5be3-4921-84d1-e716fca9593d) * [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)   **Note:** The tool tip next to **Total Cost** displays the following message: “Total Cost includes only the amount of this order. Check Mail Order Payment History for any Previous Balance that may have been paid when order was placed.”   * Then click the **Save** button. |
| **6** | Use the following verbiage in order to confirm that the shipping of the order has been upgraded.    **Upgraded Shipping Verbiage:**  We have upgraded your shipping which will take effect after the package leaves our pharmacy.    It is required that you provide the Turn Around Time and fees associated with the selected shipping method to the member. Refer to the [FAQs](#_Shipping_FAQs) section below and [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153) for additional shipping information as needed, including information specific to cold pack shipping. |

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| FAQs |

The table below provides additional information on frequently asked questions regarding shipping. Refer to [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153) for additional shipping information.

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| **Question** | **Answer** | | |
| What is the standard Turnaround Time for order processing? | * If the Rx has refills remaining and is not expired:   You can expect your order to process within 2 business days and will ship from our pharmacy the next business day.   * If the Rx has no refills remaining or is expired:   We need to contact your prescriber for a new prescription. If we receive the prescription from your prescriber, it will process within 5 business days, and will ship from our pharmacy the next business day.  The shipping of an order occurs after the processing times described above. | | |
| What are the choices for upgraded shipping when you are expediting the order? | When upgrading the shipping, there are two choices:   * **Urgent Next Day** * **2nd Day Delivery**   Refer to [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153) for additional shipping information.  **Notes:**   * The shipping methods above apply to business days. Holidays will affect shipping/delivery time and add additional day(s) to the expected delivery day. * If the member selects either of these options above, the order processing must be expedited. | | |
| How much will Expedited Shipping cost and what are the shipping turnaround times? | Refer to the table below: | | |
| **Type of Shipping** | **Price** | **Expected Shipping Turnaround Times** |
| **Urgent Next Day** | $23.00 | Delivered the next business day AFTER order has processed. |
| **2nd Day Delivery** | $17.00 | Delivered two business days AFTER order has processed. |
| **Standard (USPS and UPS Ground)** | No cost | Any estimated delivery times are subject to mail delays outside of our control and do NOT include order processing times. |
| **Cold Pack** | No cost, and automatic for every prescription order that requires cold packaging. | When placing order, leave on the default “Best Method.” Shipment is updated to **Next Day** only AFTER order has processed.  **Note:** Cold packs **can** be shipped to Puerto Rico. They **cannot** be shipped to US Territories and Possessions, including Guam, US Virgin Islands, and Wake Atoll. |
| What are the requirements for delivery with a cold pack? | * Cold packs can be shipped to physical addresses within the continental United States only. * Orders with cold packs shipped on Monday through Wednesday will be sent with 2-day shipping. Orders shipped on Thursday will be shipped Next Day Air. Orders shipped on Friday will be shipped Express for Saturday delivery. * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * Hawaii Pharmacy (HIP) cold packs are shipped Monday through Thursday via UPS ground or Hawaii Parcel Service (HPS) if same island (Oahu) or UPS Next Day if outer island. | | |
| When is a signature required upon delivery? | * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * All CIIs deliveries will require the member's signature.   + Schedule III to V controlled substances will not require a signature but will have confirmation from the shipping carrier that the package was delivered. * Orders with a threshold of $10,000 or greater will require a signature upon delivery. | | |
| What is the cut off day/time for same-day processing of an expedited order request? | The cut off time will depend on the pharmacy dispensing the order. The cut off time for orders are:   * Monday through Friday   + Chicago Pharmacy: 6:30 PM Central   + Wilkes Barre Pharmacy: 4:00 PM Central   + Hawaii Pharmacy: 4:30 PM HST * Saturday   + Chicago Pharmacy: 1:30 PM Central   + Wilkes Barre Pharmacy: 12:30 PM Central   + Hawaii Pharmacy: Closed Saturday/Sunday   **Note:** Orders filled Sunday will not be picked up by the carrier until Monday. | | |

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| Related Documents |

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

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

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