# Aetna Compass - Maintenance Choice (MChoice) Rx Transfer

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**Description:** This document outlines the process of initiating a Mail to Retail Maintenance Choice (MChoice) prescription (Rx) transfer. The MChoice program provides participating plan members with the choice of receiving 90-day maintenance prescriptions through our Mail Order pharmacy or at our Retail pharmacy for the same copay.

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| Reminders |

 Ensure the plan is active. We cannot process an Rx Transfer on an inactive plan. The following message will display on inactive plans: “Expired eligibility period. No mail benefits available.”

* The new pharmacy receives the Rx from the original pharmacy.
* When an Rx is transferred, all the remaining refills are transferred.

**Exception:**  New York State only allows **one refill** of an Rx to be transferred.

* There may be instances when the local Retail pharmacy does not have the requested medication in stock. Controlled Substance (C3-C5) can only be transferred once. If the member is concerned about the availability of a medication, they can contact the local Retail pharmacy to confirm availability and then initiate the Maintenance Choice Transfer.

**Note:** The following prescriptions can NOT be transferred:

* Prescriptions that are expired, or have no refills
* C-2 Controlled Substance Rx
* C-3, C-4, C-5 prescription that has not yet been filled at the current pharmacy
* Compounded Prescriptions

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| Initiating an MChoice Mail Order Rx Transfer to Our Retail Pharmacy |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Navigate to the **Mail Rx** tab on the Claims Landing page, check the box next to the **Rx #** for each medication the member would like to be transferred, then click **Add to Selected Rx(s)**. Once all Rx’s are added to the Selected Rx(s), click the **MChoice Transfer** button.  **Notes:**   * The **MChoice Transfer** button is enabled only for MChoice eligible members. * The MChoice Transfer can be initiated for multiple members at once.     **Result:** The Select Retail Pharmacy screen displays, indicating to select a pharmacy. The screen displays the three nearest Maintenance Choice pharmacies within 10 miles of the cardholder’s address. | |
| **2** | Determine if the member requested pharmacy displays in the list. If no pharmacy displays, click the **Find Another Pharmacy** hyperlink to locate the pharmacy.    **Note:** Click **Cancel** to rescind the Maintenance Choice Transfer. | |
| **3** | Select the pharmacy where the member will be filling their medication, then click **Next**. | |
| **4** | Review and confirm the information displayed on the **Confirm Transfer to Retail Pharmacy** screen:   * Selected Retail Pharmacy * Member’s phone number * Prescriptions to be transferred      * If the member’s phone number needs to be changed, click the drop-down menu to select from existing phone numbers on the member’s account. | |
| **If the phone number the member provides…** | **Then…** |
| Is not available to select | 1. Click the **Add/Update** button to add the new/updated phone number to the member’s account. Refer to [Aetna Compass – Add / Edit / Delete Phone Number (063984)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05bba21a-74b2-4662-932f-fd14ea723789) for more information as needed. 2. Click **Refresh for Updates** to add it to the drop-down menu. 3. Click the drop-down menu and select the newly added/updated phone number. 4. Proceed to the **next Step.** |
| **5** | To complete the MChoice RX Transfer request, click the **Transfer** button.  **Notes:**   * Click **Cancel** to rescind the Maintenance Choice Transfer. * Click **Previous** to go back.   **Result:**  When the transfer is complete, the system will display the following message: “Transfer Complete”, and the Claims Landing Page will display.    If a “Transfer Failed” message displays, do not contact the Service Center, or make any reference to the failure message while speaking with the member. There are system checks in place that ensures that the issue causing the failure message is addressed offline by the appropriate department. | |
| **6** | Advise the member that the Rx has been transferred to the Retail pharmacy and should be placed immediately in queue to be filled.  **Note:**  The member can contact the Retail pharmacy directly for updates. | |

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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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