# **Compass – Zepbound and Other Special Handling processes for Boeing**

[Order Status of Zepbound](#_Toc207269916)

[Zepbound FAQ’s](#_Toc207269917)

[Reviewing Member Account for Outbound Calls Due to Medication Not Available at Mail Order](#_Toc207269918)

[Sending a Mail Order to Retail Transfer Support Task](#_Toc207269919)

[Using myPrime Pharmacy Search](#_Toc207269920)

[Scenario Guide](#_Toc207269921)

[Related Documents](#_Toc207269922)

**Description:** Outlines the process for handling Zepbound inquiries specific to Boeing externally adjudicated accounts, including special handling procedures when a medication is Not Available at the Mail Order Pharmacy.Refer to the CIF for more information on any client specific processes.

**Never turn away a Boeing member Zepbound inquiry.**

|  |
| --- |
| **Order Status of Zepbound** |

If the caller is inquiring about the status of a Zepbound order, follow the steps below to answer the members’ questions.

Complete the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | From the Claims Landing Page,click the**Mail Order History**tab. | |
| **2** | In the **Search by Drug Name, Order # or Rx #,** fieldenter the Drug Name or Rx Number to locate the order the caller is inquiring about.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **3** | After locating the order with the Zepbound prescription, Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8)as needed.  **Tip:** Click the **chevron arrow** next to the Order Number link to expand/collapse a preview of the prescriptions in the order.  **Result:**The **Order Details** screen displays. | |
| **4** | Identify the **Order Status** and review the following: | |
| **If…** | **Then…** |
| It is Order Status: **Void.** Click the **Alerts/Notes** tab to view the **Order Notes/Alerts.**  Do **not** inform the member the order has been canceled.  **Example of transfer Alert Details on an order:**  A screenshot of a computer  AI-generated content may be incorrect. | Educate the member they will receive a phone call from CVS Central Fill once they receive the prescription to initiate the next steps in the order process.   * Members will receive a phone call within one week of the prescription transfer date.   **Tip**: You can offer to warm transfer the member to CVS Central Fill 1-866-779-1696.   * **Hours of Operation:** Monday–Friday, 7:00 AM–3:00 PM CT. * If there is no answer, provide the phone number to the member so they can leave a voicemail for a call back. |
| Order Status: **Processing.**  From the **Order Details** tab view, the **Conflicts** to confirm the Rx transfer is in process.  **Note:** Use the chevron arrow to expand the Conflicts section.  A screenshot of a computer  AI-generated content may be incorrect. | Educate the member that we will be transferring their prescription to CVS Central fill. Once the prescription has been successfully transferred, they will receive a call from CVS Central Fill once they receive the prescription to initiate the next steps.  **Note:** Members will receive a phone call within one week of the prescription transfer date. |
| No Zepbound order is found. The member takes a maintenance dose of Zepbound (5 mg, 10 mg, or 15 mg) and needs to start an order. | Warm transfer the member to the FastStart team for a new prescription request for Zepbound.  **FastStart Team:** 1-866-281-0636 - Internal Number (Do not disclose)  **Refer to** [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) as needed for hours of operation.  Compass will **NOT** allow for a CCR to send a new Rx request for Zepbound. |
| The member is new to Zepbound after 08/01/2025 and/or needs the starter dose of Zepbound 2.5mg. | Use the process in the CIF to connect the member to HCSC. Refer to [Boeing-Prime Therapeutics (074167).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7214f6b5-c5dd-44cb-939e-0768a178a30d) |
| **5** | Assist the member with any other inquires or close the call.  Refer to [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) as needed. | |

[Top of the Document](#_top)

|  |
| --- |
| **Zepbound FAQ’s** |

Refer to as needed:

|  |  |
| --- | --- |
| **Question/Statement** | **Answer/Resolution** |
| **What is CVS Central Fill?** | CVS Central fill is like a retail CVS pharmacy; it works as a distribution center to mail all the members their Zepbound prescriptions. |
| **What if the member wants to know the cost of Zepbound?** | Do **NOT** run a test claim. Use the process in the CIF to connect the member to HCSC. Refer to [Boeing-Prime Therapeutics (074167)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7214f6b5-c5dd-44cb-939e-0768a178a30d). |
| **Will the member see the claim from CVS Central Fill on the member website?** | No, the claims will not be available on the member website. |
| **How will I know when CVS Central Fill has my prescription?** | They will place an outbound call to the member once they receive the prescription to obtain any necessary information to ship the medication. |
| **What is the turnaround time for when CVS Caremark transfers the order to CVS Center Fill?** | The turnaround time should take 7 days, warm transfer the member to CVS Central Fill 1-866-779-1696 for more information on order status.   * **Hours of Operation:** 7:00 AM–3:00 PM CT. * If there is no answer, provide the phone number to the member so they can leave a voicemail for a call back. |
| **What if the member wants to use a different pharmacy?** | Use the process in the CIF to connect the member to HCSC. Refer to [Boeing-Prime Therapeutics (074167)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7214f6b5-c5dd-44cb-939e-0768a178a30d). |
| **Can you tell me if CVS Central Fill has my prescription ready?** | Any retail claims filled will **NOT** show in Compass this includes CVS Central Fill claims for Zepbound.  Warm transfer the member to CVS Central Fill 1-866-779-1696.   * **Hours of Operation:** 7:00 AM–3:00 PM CT. * If there is no answer, provide the phone number to the member so they can leave a voicemail for a call back. |

[Top of the Document](#_top)

|  |
| --- |
| **Reviewing Member Account for Outbound Calls Due to Medication Not Available at Mail Order** |

If a Boeing member returns a call regarding a voicemail about a medication that is Not Available through the Mail Order Pharmacy, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Ask probing questions about the voicemail the member received to determine the reason for the call.   * If the member states the call was regarding a medication received through our Mail Order Pharmacy that is Not Available at our Mail Order, proceed to **Step 2**.   **Note:** Due to HIPAA the voicemail the member received will not have the medication name. |
| **2** | From the **Member Snapshot**screenorthe Claims Landing Page,navigate to the **Alerts Panel** and click **View All**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:**The **Alerts** screen displays. |
| **3** | Review the **Member Alert Details** for comments regarding a recent outbound call to the member.  **Notes:**   * When reviewing the comment look for Rx # and Rx name. * Make a note of the Rx # and Rx name.   Proceed to next step. |
| **4** | Navigate to the **Mail Order History** tab, enter the drug name or Rx # in the **Search by Drug Name, Order # or Rx #,** click **Search.**  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Only orders with that Drug Name or Rx # will display. |
| **5** | Locate the most recent order and click the **Order Number**hyperlink.  **Note:** If the member does not have an in-process order refer to section [Sending a Mail Order to Retail Transfer Support Task](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/Daily%20Reporting/Formatted%20and%20Ready%20for%20Posting/075409%20GEN%20Compass%20Zepbound%20Inquiries%20for%20Boeing-%20Nuxeo%20_%20v8.1.docx#_Sending_a_Mail).  A screenshot of a computer  AI-generated content may be incorrect.  **Result:**The **Order Details** screen displays. |
| **6** | Ask the member what retail pharmacy they would like the medication transferred to.  **Note:** If the member has questions about in-network retail pharmacies available to them, refer to Using myPrime Pharmacy Search section below. |
| **7** | * 1. From the **Order Details** screen, click the **Alerts/Notes** tab.   A close-up of a prescription  AI-generated content may be incorrect.   * 1. From **Order Notes/Alerts tab,** click the **Add Alert** button.   A white rectangular object with a long rectangular object in the middle  AI-generated content may be incorrect.  **Result:**  **Add Order Alert** modal displays |
| **8** | 1. In the **Add Order Alert** text box add the following:  * Rx# * Rx name, dosage, and strength * Pharmacy name the Rx should be transferred to * Pharmacy Phone # * Pharmacy street name   + If the member cannot provide the street name refer to [Using myPrime Pharmacy Search](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/Daily%20Reporting/Formatted%20and%20Ready%20for%20Posting/075409%20GEN%20Compass%20Zepbound%20Inquiries%20for%20Boeing-%20Nuxeo%20_%20v8.1.docx#_Using_myPrime_Pharmacy) section below.   **Example:**  A screenshot of a computer  AI-generated content may be incorrect.   1. Click **Save**. |
| **9** | Inform the member the prescription will be transferred to their preferred retail pharmacy, and they will need to continue to use a retail in-network pharmacy for that medication going forward.  **Notes:**   * If the member has any problems at the retail pharmacy refer them to HCSC. * The member can contact the retail pharmacy directly to get a patient profile and alerts set up as needed. |

[Top of the Document](#_top)

|  |
| --- |
| **Sending a Mail Order to Retail Transfer Support Task** |

This section provides directions on how to submit a Mail Order to Retail Transfer Support Task.

 Only submit the Support Task when guided based on the directions in this work instruction.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | 1. From the **Mail Rx** tab, click the Chevron Arrow to expand the **Prior PBM Rxs.** Confirm the prescription the member would like to be transferred is on the account with refills.   If the prescription is not listed under Prior PBM Rxs do not submit the task.  A screenshot of a computer  AI-generated content may be incorrect.   1. Continue to the next step. |
| **2** | From the Member Snapshot, click **Create Support Task** button.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The New Support Task: Support Task window displays. Proceed to the next step. |
| **3** | Ask the member what retail pharmacy they would like the medication transferred to and make note of it for the next step.  **Note:** If the member has questions about in-network retail pharmacies available to them, refer to [Using myPrime Pharmacy Search](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/Daily%20Reporting/Formatted%20and%20Ready%20for%20Posting/075409%20GEN%20Compass%20Zepbound%20Inquiries%20for%20Boeing-%20Nuxeo%20_%20v8.1.docx#_Using_myPrime_Pharmacy) section below. |
| **4** | Select the Support Task Type of **Mail Order to Retail Transfer**. Complete all required information fields as directed by Compass. Include the pharmacy required notes as listed below.   * Subject: Boeing - Prior PBM Transfer * Initial Task Notes: The street address of the pharmacy.   Once all the fields are complete. Click **Save**. |
| **5** | Inform the member the prescription will be transferred to their preferred retail pharmacy and they will need to continue to use a retail in-network pharmacy for that medication going forward.  **Notes:**   * If the member has any problems at the retail pharmacy refer them to HCSC. * The member can contact the retail pharmacy directly to get a patient profile and alerts set up as needed. |

[Top of the Document](#_top)

|  |
| --- |
| **Using myPrime Pharmacy Search** |

If a Boeing member calls and needs help locating an in-network pharmacy.

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Open a web browser and input the following URL: [www.myprime.com/Boeing](http://www.myprime.com/Boeing)  **Result:** The Prime Therapeutics webpage displays. |
| **2** | Click **Find a Pharmacy** or click **Search pharmacies** in **Find In-network pharmacies** section.  A screenshot of a website  AI-generated content may be incorrect.  **Result:** The Pharmacy Benefit Plan Preview window will pop-up. |
| **3** | 1. From the Pharmacy Benefit Plan Preview, in the **Plan Year** drop down select the **Current Calendar Year**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Additional menu options will appear on the pop-up as selections are made.  **Note:** The additional menu options will ask for the following information:   * **Employment Status:**   + For **Commercial** **Members**: Active   + For **EGWP** **Members:** Medicare Retiree * **Union Status:** Any option * **Group:** Any option * **Insurance Carrier:** Any option * **Medical Plan:** Any option   A screenshot of a medical form  AI-generated content may be incorrect.   1. After filling all required selections click **Continue**.   **Result:** The Find a Pharmacy page displays. |
| **4** | On the Find a Pharmacy search page enter the members **Zip Code or City, or State, or Address** in the search bar and select **enter** on the keyboard.  **Note:** The search results can be narrowed down by the **optional** search criteria **pharmacy name**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Pharmacies near the member will load. |
| **5** | Provide a few options to the member, give pharmacy name, address, and phone number.  **Notes:**   * If you are obtaining this information for a prescription transfer make note in your electronic notepad of the **Pharmacy Name, Phone Number and Street Name** for the Order Level Alert **and** return back to **Reviewing Member Account for Outbound Calls Due to Medication Not Available at Mail Order** section, [Step 7](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/Daily%20Reporting/Formatted%20and%20Ready%20for%20Posting/075409%20GEN%20Compass%20Zepbound%20Inquiries%20for%20Boeing-%20Nuxeo%20_%20v8.1.docx#Step7).   **Never use the “Price My Medications Here” feature on the pharmacy search.**   * If the member has any questions about plan benefits warm transfer to HCSC. Ask if there is anything else that you can assist with and recap the call before warm transferring to HCSC.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** An in-network pharmacy has been identified for the member. |

[Top of the Document](#_top)

|  |
| --- |
| **Scenario Guide** |

Refer to as needed:

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| Member inquires about obtaining Rx(s) at Mail Order. | Refer to [Medications not Available via Home Delivery (026885)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c46dd06b-3aa7-427e-a8b2-004a4d094c16), use **CTRL+F** to verify if the Rx in question is Not Available at Mail.   * If the medication is not available warm transfer the member to HCSC via the CIF process for next steps on how to obtain the medication. |
| Member is calling about Botox or an Osteoarthritis (OA) product. | Provide the phone number and warm transfer the member to 1-855-299-3262 for next steps on how to obtain the medication or product.  **OA Products:** Durolane, Euflexxa, Gelsyn-3, Genvisc 850, Hyalgan, Hymovis, Monovisc, Orthovisc, Supartz, Triluron, Trivisc, and Visco-3. |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Boeing-Prime Therapeutics (074167)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7214f6b5-c5dd-44cb-939e-0768a178a30d)

[Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b)

[Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)

[Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8)

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

[Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)

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

[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**