# Compass - Test Claim Features

[Enter Test Claim Criteria](#_Toc205880782)

[Select Test Claim Pharmacy](#_Toc205880783)

[List of Test Claims to Run](#_Toc205880784)

[View Test Claim Results](#_Toc205880785)

[Related Documents](#_Toc205880786)

**Description:** Information regarding some of the screens and features available within Test Claims in Compass.

|  |
| --- |
| Enter Test Claim Criteria |

Navigate to the Claims Landing page, then click the **Create** **Test Claim** button to display the Enter Test Claim Criteria screen.

**Note:** The member’s name and plan eligibility effective date will display for the member of whom the test claim is being run.

A screenshot of a computer

AI-generated content may be incorrect.

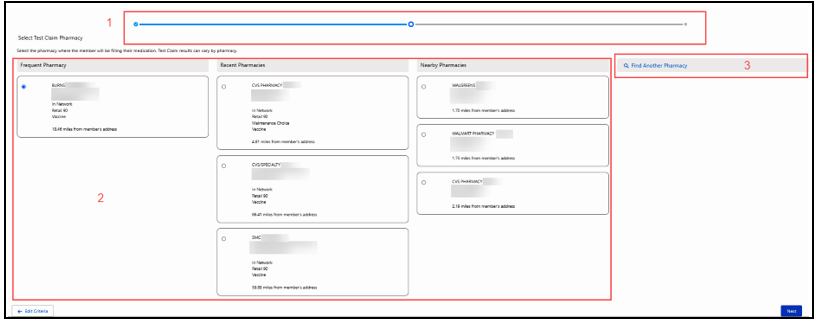
This screen contains the following:

|  |  |  |
| --- | --- | --- |
| **#** | **Feature** | **Description** |
| **1** | **Find Drug** button | Clicking the button displays the **Find a Drug** window.   * Search for the desired drug and strength using any of the following: * Drug Name   **Note:** An asterisk (\*) is not needed when running a wildcard search   * GPI * NDC      * Clicking **Find** displays **Drug Search Results**. Select the desired NDC based on the drug/name strength from the list to auto populate drug details within the List of Test Claims to Run screen. |
| **2** | **Populate from Prescription Claims** section | The Collapsible section displays a list of Prescription Claims. |
| **3** | **Populate from Historical Test Claims** section | The Collapsible section displays a list of Historical Claims. |
| **4** | **List of Test Claims to Run** table | Displays the List of Test Claims to Run screen. Refer to the [List of Test Claims to Run](#_List_of_Test) section. |

[Top of the Document](#_top)

|  |
| --- |
| Select Test Claim Pharmacy |

TheSelect Test Claim Pharmacy screen automatically displays when performing a Test Claim if there is no pharmacy near the member. The agent can choose from the pharmacies listed or find another pharmacy.



This screen contains the following:

|  |  |  |
| --- | --- | --- |
| **#** | **Feature** | **Description** |
| **1** | **Progress Indicator** | Informs the agent where they are in the process. |
| **2** | **Pharmacy** columns | * **Frequent Pharmacy =** Pharmacy the member uses most often. * **Recent Pharmacies =** Any pharmacy the member has been to recently, not included in Frequent. * **Nearby Pharmacy =** Pharmacies close to the member, not already included in Frequent or Recent.   **Note:** A maximum of 5 pharmacies (combined) will display at once; pharmacies will not be duplicated in the category columns. |
| **3** | **Find Another Pharmacy** hyperlink | 1. Click the hyperlink to display the Find a Pharmacyscreen. 2. Search for a pharmacy then click the Pharmacy Nameto populate pharmacy information into the test claim. |

[Top of the Document](#_top)

|  |
| --- |
| List of Test Claims to Run |

This **List of Test Claims to Run** panel is accessed from the [Enter Test Claim Criteria](#_Enter_Test_Claim) screen.

 A screenshot of a computer

AI-generated content may be incorrect.

This screen contains the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Feature** | **Description** | |
| **1** | **Fill Date** | Displays the date of the fill. Click the **Calendar** icon to select the date.  **Note:** If the member has future eligibility, the Fill Date will default to the first day of coverage. Message displays, “Future-dated eligibility. Date set to first day of coverage.” | |
| **2** | **Provider** | Can be updated as needed by selecting from the **Provider** drop-down menu or using the magnifying glass to search for a provider.  **Note:** Any provider that has been associated with a claim in the past will be listed. | |
| **3** | **Price Drugs Together** toggle | Defaults to **ON,** and automatically prices drugs together.  **Note:** Slide toggle to **OFF** to deactivate pricing drugs together. | |
| **4** | **Client Program Offerings Available** hyperlink | Clicking the hyperlink displays available programs, including:   * Maintenance Choice * Retail 90 * Mandatory Mail * Transform Care Network   **Note:** Link is inactive if there are no active program offerings. | |
| **5** | **Information Icon** | Clicking the button displays **Table Column Help**. It gives more information on certain columns located in the **List of Test Claims to Run**. | |
| **6** | **Remove** button | Clicking the button removes one or more selected (checked) claims from the list.  **Result:** A pop-up displays that reads: “Are you sure you want to remove selected drugs?”  Click **Apply** or **Cancel** (or **X** to close window). | |
| **7** | **Drug Name/Strength** | Clicking the hyperlink displays the Drug Details window. | |
| **8** | **Package Size** | This references the weight, volume, or sometimes number of uses contained within a package. | |
| **9** | **Mail Availability** | In the List of Test Claims to Run table, the Mail Availability field will display the Rx(s) status at the Caremark Mail Order Pharmacy with one of the following statuses:   * In stock * Not available * Not in stock * Undetermined (This status will show as a hyperlink when clicked a pop up will display “Advise member that we are unable to guarantee that <drug name/strength is available to be filled at mail.”)     **Note:** The Mail Availability field will also be displayed on the View Test Claim Results screen. | |
| **10** | **Pencil** icon  (viewable in the following columns)   * Mail Total Qty * Mail Days * Retail Total Qty * Retail Days * Sequence Number | Visual indicator: Indicates agent can edit contents of the cell.  **Note:** This field is limited to numerical values.   * To edit an **individual row**, hover over cell until the **Pencil** icon is viewable, then click the **Pencil** icon to add information into the cell. * To edit **multiple rows** with the same value, check the desired boxes of drugs to edit. **Result:** Rows for selected drugs will change to gray. * Hover over the cell until the **Pencil** icon is viewable, then click the **Pencil** icon in any of the selected rows to display the text box.      * Enter the value in the text box, check the **Update < > selected items** box, then click **Apply**.     **Result:** Value is applied to all selected rows. | |
| **11** | **DAW** hyperlink | * Displays the Dispense as Written Codes for <drug name> window. * Hover over the hyperlink to view the DAW code definition.   **Note:** Applies to Mail and Retail.     * To change selection, click the hyperlink. Select the desired **radio button** option, then click **Apply**.   **Result:** Selection/Changes will display in **the List of Test Claims to Run** table. | |
| **12** | **Sequence Number** | This feature works in conjunction with **Price Together**.   * Clicking the **Pencil** icon allows the agent to change the order of the numbers to indicate in which order drugs should be run.     **Notes:**   * The sequence can change what the member pays.   **Example:** Run more expensive drugs first to help meet the member’s deductible more quickly.   * Entering duplicate sequence numbers will result in the following error message: “Duplicate sequence numbers detected. Please correct.” | |
| **13** | **Row Level Action** drop-down arrow | This displays the option to select the Calculate Quantity for Packaged & Non-Packaged Medications. Refer to [Compass - Calculating Quantity for Packaged & Non-Packaged Medications (050982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fef7af0d-800c-49b2-9b3d-1831aef5ac2d). | |
| **14** | **Mail Pharmacy** information | * The Mail Order Pharmacy the test claim coverage and pricing will be determined. (Defaults to Caremark Mail Order Pharmacy locations.) * Click **Change Mail Pharmacy** to select another Mail Order Pharmacy. | |
| **15** | **Retail/Specialty Pharmacy** information | Displays under the **List of Test Claims to Run** table. It will:   * Display the networks in which the pharmacy participates. * Default to the most Frequently used pharmacy. | |
| **If…** | **Then…** |
| None exists | It defaults to the Nearest pharmacy. |
| No pharmacy is near the member | [Select Test Claim Pharmacy](#_Select_Test_Claim) displays. |
| Member would like to fill at a different pharmacy | Select **Change Retail/Specialty Pharmacy**. |
| **16** | **Diabetic Bundling Program** Button | Clicking the button displays a reminder that the member has this program as an available Plan option.  **Note:** Link is inactive if the client does not participate in the program. | |
| **17** | **Dosage Calculator** button | Clicking the button displays the Dosage Calculator. Refer to [Compass - Dosage Calculator (049981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48890281-24de-4328-8cf9-40a84eda864c). | |

[Top of the Document](#_top)

|  |
| --- |
| View Test Claim Results |

The View Test Claim Results screen displays after a Test Claim has been performed.

**Note:** If the same name and strength of a Mail drug and a Retail drug are selected on the **List of Test Claims to Run** screen, the system automatically combines them into one line in the **View Test Claims Results** table.

 A screenshot of a computer

AI-generated content may be incorrect.

This screen contains the following:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Feature** | **Description** | | |
| **1** | **Disclaimer** | Displays the disclaimer that **must** be read **verbatim** when informing the member or pharmacy of the estimated cost or coverage. | | |
| **2** | **Fill Date (Required)** | Click the Fill Date calendar icon to select the fill date. | | |
| **Price Drugs Together** | If checked, the drugs will be priced together. | | |
| **Rerun Test Claims** | Click to Rerun Test Claims if Fill Date or Price Drugs Together has been changed. | | |
| **3** | **Drug Table** | Depending on how/if drugs are priced together, one the following tables displays:   * **Drugs Priced Together:** Displays when Price Drugs Together is activated (default).        * **All Drugs Individually Priced:** Displays when drugs are priced separately and Price Drug Together is NOT activated.      * **To change view** to display Drugs Priced Together or Individually Priced, select or deselect the **Price Drugs Together** selection box, then click the **Rerun Test Claims** button.     **Notes:**   * Both tables display the member’s copay for **Mail** and **Retail** separately, in each respective column (Retail displays cost to show test claim was run for both drugs at the same time). * If medication is **Not Available** at mail, icon provides a message to the agent: “**Mail Member Pay will not be returned for Rx’s that are not available at mail**.”   + - * If **Not available** displays in the Mail Availability column, **Cost not available** displays in Mail Mbr. Pay column. * Compass will display Test Claim results when a plan has a **Copay Waiver Program**. (Clients that do not allow the Copay Waiver Program will mention this specifically within the CIF.) * The icon provides a message to the agent to educate the member: “**Administration Fee** may be applied at the pharmacy at the time of processing and may need to be billed separately.” * The  icon provides a message to the agent: “Check the **CIF** to confirm if the client participates in vaccines or allows for the administration fee to be added into the claim at a cost to the member.” * When a medication is identified as LDD (Limited Distribution Drug), it displays on the Test Claim results table and within the appropriate column. Hover over the hyperlink and follow the guidance to transfer the caller to Specialty.     **MED D Only Notes:**   * The  icon indicates the member is enrolled in the Medicare Prescription Payment Plan (M3P). The following message displays below the table: “The drug cost would apply to the Medicare Prescription Payment Plan (M3P) because member is opted in.” * The Medicare Prescription Payment Plan program is abbreviated as MPPP by CMS and may be known by members as MPPP. At this time, the program is referred to as M3P in the Compass system.     The Drug Table contains the following: | | |
| **Feature** | **Description** | |
| **View** hyperlink  (Under **Mail Messages** or **Retail Messages** column) | 1. Click the **View** hyperlink to display the **Messaging for <drug name>** window.  * Contains any Settlement Messages, Additional Messages and DUR Messages.   **MED D Only Notes**:   * If the medication is applying towards a **Transition Fill**, additional messaging will display under the **Additional Messages** section. * Messaging will be dynamic.   **MED D Only Example**: Paid under transition fill. PA required     1. Click **Close**, to exit window. | |
| **Reject code** hyperlink  (Under Mail Messages or **Retail Messages** column)  **Note:** When running the Test Claim at both Mail and Retail, the reject code under each would need to be clicked separately to simulate the Override/PA for both Mail and Retail Messages. | Click the Reject Code hyperlink to display the **Messaging for <drug name>** window.   * Contains any DUR edits and a Reject Code, Reject Descriptions, Reason Why Rejected and Settlement Description.      * Clicking the **Continue** button displays the **Simulate Override/PA for** **<drug name>** window.   **Note:** This alerts to the simulation presented and advises to resolve the reason the claim was rejected.     * Clicking the **Confirm** button displays the **View Test Claim Results** screen and the drug price.   **Notes**:   * For **Priced Together** drugs, the amount will be inaccurate. Remove the rejected claims and rerun the test claim. * If multiple rejects are listed, review this message once/for one drug in order to proceed to the **View Test Claim Results** screen for pricing. | |
| **Details** hyperlink (Drugs Priced Together)  **OR**  **Cost** hyperlink (All Drugs Individually Priced, displayed as the cost of the medication.)  (Under Mail Mbr, Pay or **Retail Mbr. Pay** column) | Click the hyperlink to display the **Financial Details** screen.  **Reminder:** View individual pricing information for each drug. | |
| **View Supplemental Information** hyperlink | From the Financial Details page, click the **View Supplemental Information** hyperlink to view how the secondary account processed.    Access **Messages** to view those received from the secondary plan. | |
| **View** hyperlink  (under **Alternatives** column) | Clicking the **View** hyperlink displays the Alternatives and Formulary Alternatives::   * **Alternatives:** Displays available alternatives specifically in the selected drug class.     **Notes:**   * **Alternatives** section will display the test claim results based on how the original test claim was ran: | |
| **If the Original Test Claim was ran for a…** | **Then the Alternative Drugs Test Claim Results will display…** |
| Mail 90 day supply | Mail 90 day supply |
| Mail 90 day supply and Retail 90 day supply | Mail 90 day supply **and** Retail 90 day supply |
| Mail 90 day supply and Retail 30 day supply | Mail 90 day supply **and** Retail 90 day supply **and** Retail 30 day supply |
| Retail 30 day supply | Retail 30 day supply **and** Retail 90 day supply |
| Retail 90 day supply | Retail 90 day supply |
| * Quantity is based on drug’s most common daily dose. * Mail and Retail/Specialty Pharmacies will be the same pharmacies used in the original test claim. * Mail Availability column will display one of the following statuses:   + In stock   + Not in stock   + Not available   + Undetermined hyperlink will display the following message: “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.”   **If no Alternatives are Available:** A message displays in the table: “No alternative drugs found.  **Note:** To view **Formulary Alternatives**, click the chevron arrow to expand.  **Result:** Formulary Alternatives displays a list of other Formulary and Non-formulary drugs:    **Notes:**   * If no Formulary Alternatives are available, a message displays in the table, “No formulary drugs found.” * Mail Availability column will display one of the following statuses:   + In stock   + Not in stock   + Not available   + Undetermined hyperlink will display the following message: “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.” * To run a test claim, select checkbox(es) from Alternatives and/or Formulary Alternatives tables and click **Edit Test Claim Criteria** button.   Refer to [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b) for details about checking for alternative medication coverage. | |
| **Row Level Action** (drop-down arrow) | Displays the option to select the **Initiate ePA Request, Initiate New Rx Request** or **Request Drug Cost Comparison Letter**.  For additional information, refer to the following:   * **Initiate ePA Request:** Refer to [Compass - Initiating an ePA Request (055814)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18bb86b7-af5b-4f25-af23-9c635e8a0aa4). * **Initiate New Rx Request**: Refer to [Compass – Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) and/or [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) * **Request Drug Cost Comparison Letter:** Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe).     **Note:** Drug Cost Comparison Letters can only be requested for covered drugs. | |
| **4** | **Mail Pharmacy** | Clicking the **Change Mail Pharmacy** button displays Change Pharmacy for Mail Test Claims screen.  Select a different mail pharmacy as needed. | | |
| **5** | **Retail/Specialty Pharmacy** | Clicking the **Change Retail/Specialty Pharmacy** button displays Change Pharmacy for Retail/Specialty Test Claims screen.   * Information icon displays, “Displayed pharmacy will be used to run both retail and specialty test claims. Run specialty and retail drugs separately to get accurate costs.”   Select a different retail or specialty pharmacy as needed. | | |
| **6** | **Edit All Criteria** button. | Clicking the button displays the [Enter Test Claim Criteria](#_Enter_Test_Claim) screen.   * Revise test claim information and run the test claim again with new criteria as needed. | | |
| **7** | **Dosage Calculator** button. | Clicking the button displays the Dosage Calculator. Refer to [Compass - Dosage Calculator (049981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48890281-24de-4328-8cf9-40a84eda864c). | | |
| **8** | **M3P Eligibility Disclaimer**  **(MED D Only)** | Displays only when the drug is eligible for the Medicare Prescription Payment Plan (M3P).  A screenshot of a computer  Description automatically generated  **Notes:**   * The program is abbreviated as MPPP by CMS and may be known by members as MPPP. At this time, the program is referred to as M3P in the Compass system. * After a test claim is completed, to opt in a member, refer to [Compass MED D – Opt - In Process for Medicare Prescription Payment Plan (068051)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=55182d9e-d465-4f33-9b83-b3132110c86b). | | |
| **9** | **Med B Disclaimer (Medicare Part B Only)** | Displays only when Med B secondary processing may apply.  A screenshot of a computer  Description automatically generated | | |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

[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**