# Compass - View Support Task History

[Process](#_Toc206055517)

[Related Documents](#_Toc206055518)

**Description:** Steps to view recent Support Tasks (formerly known as Resolution Manager (RM) Task/Service Resolution) in Compass.

For **Medicare D** accounts to view previously submitted Grievance support tasks, refer to [Compass MED D - Viewing Grievance History in Compass (066743)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cf46f2f7-d40c-4c65-9155-a37d4075ca22).

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| Process |

Follow the steps below to confirm if a Support Task has already been opened:

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| **Step** | **Action** | |
| **1** | Access the member’s account in Compass and click the **Case** tab.    **Result:** The Case Details Landing Page displays. | |
| **2** | Using the scroll bar between the two panels, scroll down to the **Member’s Recent Support Tasks** section and click the **View All** hyperlink.  **Note:** To view related members’ Support Tasks, navigate to **Member’s Recent Cases** panel in **Case Details** tab and click **View All Family Cases**. The Member Journey screen displays all related members’ interactions. Refer to [Compass – Member Journey (069284)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=41fda2d2-c43c-4a14-b3cb-62a251a04547) as needed.      **Result:** The Support Task tab opens, and any existing Support Tasks display under the **Support Task** header.    **Notes:**   * List only displays Support Tasks associated with the current member ID and does not include linked accounts. If the member has multiple accounts, each account must be searched separately. * Click the **Refresh** hyperlink to view recently submitted Support Tasks as needed. | |
| **3** | Review the **Type** column to determine if there were any previous Support Tasks related to the current issue.   * If no, proceed with creating a new support task. * If yes, click the corresponding hyperlink to open the Support Task and proceed to the next step.   **Result:** **ST <#>** screen displays. | |
| **4** | Review the **Status** and determine: | |
| **If…** | **Then…** |
| **Closed** | Provide the caller the resolution. |
| **In Process** but **within TAT** | Provide the caller the TAT. |
| **In Process** but **outside the TAT** and no update | Contact the Senior Team for an update or follow-up. |

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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)

[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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