# Compass - Guided Caller Authentication

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**Description:** Guided Caller authentication steps and functionality for Compass.

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| CMS Test Calls |

Centers for Medicare & Medicaid Services (CMS) Test Calls may not provide member information; however, you can and should assist. Test Calls may not have an NPI (National Provider Identifier) to provide.

Regardless of what plan the caller references, the answer is “**Yes, I can help you.”** Refer to [CMS Test Calls (046834)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97664e51-5da0-4bf0-9217-18f07a9c78a1).

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| General Information |

To protect the privacy of a plan member’s information, the identity of the caller must be authenticated; however, general benefit questions **that do not pertain to a specific beneficiary** can be answered without authenticating the call.



If the caller asks a question before authentication is complete, respond positively and acknowledge that you can resolve their concern. Then, finish the authentication process. Demonstrate caring and empathy by responding with a positive acknowledgement, when appropriate.

**Examples:**

*  Yes, I can help.
*  Yes, I would be happy to assist with…

Use a **positive** transitional statement to continue authentication of the call.

*  To better do that please provide me…
*  To further assist, please provide me with…

**Pharmacy Requesting Member ID:**

Do **not** release the Member ID to the pharmacy until the account has been accessed. Refer to [Compass - Pharmacy Requesting Member ID (060419)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fbcb5b8b-3e1e-40d9-8b05-33e034b54bf8).

**What is Guided Authentication?**

Guided Authentication helps ensure each call is authenticated per policy and procedures. As the agent proceeds through the call flow, the system presents the next set of steps and/or questions, prompting the agent to gather and enter information about the call into the system.

**Notes:**

* Call types and authentication requirements are dynamic and embedded into Compass.
* Call Flow Scripts are meant to guide the authentication flow and do not need to be read verbatim.
* Information gathered during the call is auto populated in the Case Notes.
* Calls that come through Compass CTI (Computer Telephony Integration) will automatically open as an **Interaction Case**.
* If pop-up displays after entering information that there is a dedicated team/department that cannot be transferred to (**Example:** CarelonRx), always follow the pop-up prompts in Compass as to what steps to have the caller take. Do not transfer to another department. The pop-up will instruct you what to advise the caller on for their next steps.

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| Guided Authentication Process |

 Ensure the Caller Information screen is fully completed before proceeding. In most cases you should not navigate away from this screen to search for the member. Once the caller information is submitted, if the account is CTI fully authenticated, you will automatically enter the account; otherwise, the Search by Member screen will display.

Follow the steps below for incoming CTI calls:

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| **Step** | **Action** | |
| **1** | Greet the caller.  **Result:** Once the call is transferred via the CTI, the **Caller Information** screen automatically displays.      **Notes:**   * Follow the call script for all calls. At times, for IVR (automated system) authenticated calls, client specific scripting may display in the greeting; read the client specific greeting verbatim when they display. * Client specific scripting may display, depending on the call. | |
| **2** | Determine the reason for the call, then select the appropriate option in the **Is this call an internal transfer?** field.  **Note:** Caller is Internal if they are from a CVS Health company, such as Caremark, Aetna, etcetera. If the caller is Internal, select **Yes**, even if you do not expect to take the call over, as things may change during conversation. | |
| **If Internal Transfer is…** | **Then…** |
| No | * Select **No**. * Proceed to Step 3. |
| Yes | * Select **Yes**. * Complete the additional fields. Refer to the [Receiving an Internal Warm Conference/Transfer With Data Present – (Import Case Info was System Generated)](#_Receiving_an_Internal) or [Scenario Guide - Receiving an Internal Warm Conference/Transfer With No Data Present (Import Case Info)](#_Receiving_an_Internal_1) for additional information. |
| **3** | Complete the required **Caller Information** fields.  **Note:** Refer to [Related Screenshots](#_Related_Screenshots_1) for visual examples.  **CCRs:**   * If the caller fully authenticates through the CTI via the plan’s Customer Care phone number, the following occurs: * The Caller Name field displays the member’s name. * The Who is Calling field displays as Member/Self. * To proceed with the call, complete the following actions: * Confirm the Caller Name. * If the caller gives a name or nickname that does not match what is shown, ask for the name as it appears on their ID card. * Determine who is calling and update the Who is Calling field. | |
| **If caller is…** | **Then…** |
| The member | 1. Click on the **checkbox**, Caller has confirmed they are calling about their own account, then click **Next**. Thank the member for entering their information into the automated system.   **Result:** The call is fully authenticated and bypasses the Authentication Screen.   1. Proceed to [Step 8](#Step8_Guided_Authentication_Process_CTI) for instructions for the Primary Interaction Reason screen. |
| Not the member  **Example:** Caller CTI authenticated John Smith and states she is Sally Smith calling on behalf of her husband. | Do **not** cancel the authentication.   1. Change the information in the Caller Name and Who is calling fields.   **Result:** Depending on the caller’s relationship to the member, different procedural verification fields may appear after selecting Who is calling. Refer to the [Scenario Guide - Who Is Calling?](#_Scenario_Guide_-) section for additional information.   1. Once all required fields are complete, click **Next**.   **Result:** The system skips the member search process. Proceed to Step 6 for instructions on the Authentication Information screen. |
| A Benefit Verification Specialist | The selection should be Benefit Verification Specialist. |
| **Reminder:** When the call comes through non-CTI authenticated, proceed to [Step 4](#GAPStep4).  **PHD Agents**   * If the caller fully authenticates through the CTI via the Pharmacy Help Desk Line, the following occurs: * The Caller Name field is blank. * The Who is Calling field displays Retail Pharmacy.   To proceed with the call, complete the following actions:   * Confirm the Caller Name. * Determine who is calling and update the Who is Calling field, if necessary. Proceed to the next step. * If a Benefit Verification Specialist calls, the selection should always be Benefit Verification Specialist. * If the call comes through non-CTI authenticated, proceed to [Step 4](#GAPStep4). | |
| **4** | 1. Complete all required fields and select the correct option from the **Who is calling** drop-down menu, and then click **Next** to proceed.        * + If caller is a **Nursing Home**, this is considered a type of **Long Term Care Facility**.   + Depending on the caller’s relationship to the member (determined by the IVR or selected in the **Who is calling?** field), different procedural verification fields may appear. Refer to the [Scenario Guide - Who Is Calling?](#_Scenario_Guide_-_1) section for additional information.   **Government Agencies** (Veteran Affairs, Medicaid, Department of Defense, other state/federal agencies, state board of pharmacy): After selecting and entering the agency, additional processes and dedicated team phone numbers specific to that agency will be displayed. Due to the sensitivity surrounding these types of calls, Government or State Agency callers should **NOT** be turned away for any reason, regardless of authentication.   * If unable to authenticate, refer to [Scenario Guide – Trouble Authenticating](#_Scenario_Guide_-–) or reach out to the Senior Team for assistance.   **Cancel Authentication Process:**  **Only** select **Cancel Authentication** to return to the **Search by Member** screen for the following reasons:   * Caller Hung-Up * No Caller on the Line * Transferred * Future Member * Call Disconnected * Caller Unable to Authenticate   + This selection can be used when a caller is CTI authenticated for another person’s account but wants to discuss their own (non-CTI authenticated) account **ONLY**. * Unable to Access Account   **Note:** Cancel Authentication options are dynamic. Options may be added or removed at any time.   1. **Close** once the appropriate **Reason for Closing Case** reason is selected. | |
| **5** | 1. Complete the Search by Member screen to locate the member’s account. Refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114) for different search options.  * If the call was **CTI** authenticated this step will be bypassed, proceed to [Step 8](#Step8_Guided_Authentication_Process_CTI). * If multiple member search results display, verify the member’s DOB and Zip Code then select the appropriate **Member ID** hyperlink.  1. Enter valid search criteria and click **Search.**       **Result:** The Authentication Information page displays. | |
| **6** | Review active Client Alerts displaying in the orange banner on the member’s account. This section is collapsible.    **Notes:**   * If the Authentication Information screen has a Padlock Icon  , refer to the [Scenario Guide - Privacy Information Padlock](#_Scenario_Guide_-–_1) section. * Confirm the member on the **Authentication Information** screenis the member in question. If not, click **Cancel Authentication,** then refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114) to perform a manual search. | |
| **7** | 1. Ask the caller for the requested number of authenticators. 2. Check the corresponding checkboxes on the **Authentication Information** screen. The caller must be able to provide the required number of authenticators, even when Trouble Authenticating is selected.  * If the caller is unable to authenticate **and** becomes escalated, refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). If the caller provides the brand name drug for the generic or generic name drug for the brand name, that is acceptable for authentication. Reference [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).     **Result:** A green “Authentication complete!” The confirmation banner displays below the Categories only when the required number of authentication tokens have been selected.   1. Click **Continue** to access the account.   **Result:** The Primary Interaction Reason pop-up displays.  For more information regarding **Authentication complete!** for certain **Who is calling** selections, refer to the [Scenario Guide - Who Is Calling?](#_Scenario_Guide_-_1) section.  **Notes:**   * Category checkboxes provided in the previous Steps will already be checked. **Example:** When a prescription (Rx) number is provided, the **Rx #** box is checked. * Only one authenticator from each Category needs to be selected. * Trouble Authenticating? refer to the [Scenario Guide - Trouble Authenticating?](#_Scenario_Guide_-–) section for further information. * MBI (Medicare Beneficiary Identifier) is only used for Medicare members; if no MBI is available, the box will not be active. (All Medicare members have been assigned an MBI which can be found on their Medicare ID card.) * Alternate ID/Alternate ID 2 are considered an authentication token for the Category 3 requirement; if not present on the account the fields will remain blank and the boxes will not be active. * 15 most recent Rx#/Rx Names displays. If the medication name/number they provide does not match one in this list, ask for another medication name/number. * Compass will display both Brand and Generic names of the members medications. * If the **Brand** name **is not available**, Compass will display additonal message “**Brand name not available.**" * If the **Generic** name **is not available**, Compass will display additonal message “**Generic name not available** " * If both **Brand** and **Generic** name are not available, Compass will display the Generic name and display “**Drug may not be generic”**. * Compass will also display a message above table "**System could not return brand names for some generic Rxs**." * The Rx numbers displayed do not necessarily correspond to the Brand Names and Generic Names displayed on the same row. * If the caller provides a brand or generic name that is not on the list and you cannot match or know, ask to provide another drug name. (**Example:** Caller says drug Lipitor but doesn’t know they receive atorvastatin, and you do not know that is the generic of the drug, you may ask if they know the generic name or move onto another drug.) * The member’s zip code defaults to the zip code for the active mailing address on file. * If the member has no Rx’s on file **and**confirms or states they have no Rx’s on file, click the **No Rx on File** checkbox. This checkbox will only be available if there are no Rx’s on file, and selecting it meets the Category 3 authenticator requirement.     If a Pharmacy is requesting the Member ID to submit a claim for a Commercial or Med D member:  In the **Category 3** section, locate and select the **Pharmacy Inquiring about Member ID** checkbox to satisfy the authentication requirements for Category 3. Refer to [Compass - Pharmacy Requesting Member ID (060419)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fbcb5b8b-3e1e-40d9-8b05-33e034b54bf8).  **Result:** The members’ Zip Code and Plan Sponsor in **Category 4** changes to display the Member’s full address.   1. The caller must verify the member’s full address to satisfy the authentication requirements for **Category 4**.   Do **not** release the Member ID to the pharmacy until the account has been accessed. | |
| **8** | Confirm the reason for the call:  What can I help you with today?  Choose the applicable reason from the **Primary Interaction Reason** drop-down menu.  **Note:** Do **not** select “Other” in BOTH the Primary Interaction Reason field and Primary Interaction Reason Detail field.  For a full list of primary interaction reasons, refer to [Compass - Primary Interaction Reason (PIR) (064447).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b9a50365-4c4b-4157-8c7b-00f8e1e6b6f3)  Choose the applicable selection from the **Primary** **Interaction Reason Detail** drop-down menu.  Select **Yes or No** to indicate if the caller has called about the topic previously.  Once all required fields are completed, click **Continue** to access the account.    Once you have gained access to the account, review the **Member Details** panel for **Additional Agent Information** that you **may not** release to the caller, based on the caller type you selected during authentication **and** Refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce)  **Example:** If “Benefit Verification Specialist” is selected during authentication as the **Caller Type**, the Benefits Verification Specialist has the following specified information under the **Additional Agent Information** dropdown. | |

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| Guided Authentication Process - Outbound Calls |

Refer to [Compass - Outbound Guided Caller Authentication (066775)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a386ced-5dc4-4139-a0b3-9ceffb2431c9).

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| Receiving an Internal Warm Conference/Transfer With Data Present – (Import Case Info was System Generated) |

Follow the steps below:

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| **Step** | **Action** |
| **1** | 1. Review the screen displayed.   When receiving a call, “**Yes”** is pre-selected in the following fields:   * **Is this call an Internal Transfer?**   **Note:** If information is present, then it is an Internal transfer. Yes, in this field populates all the required fields on this screen. If changed to no, then all required fields must be completed.   * **Was the call authenticated prior to the transfer?**      1. Verbally confirm the following with the transferring agent, then click **Next**. (All fields can be edited).  * Name of Transferring Agent   **Note:** If the transferring agent is no longer on the line, skip this confirmation.   * Title/Department of Transferring Agent is not a required field. * Caller Name (Member or person calling on behalf of member) * Who is Calling (Relationship to the member)   **Result:** Compass confirms **Authentication complete!** |
| **2** | 1. Confirm the reason for the call:  What can I help you with today? 2. Choose the applicable reason from the **Primary Interaction Reason** drop-down menu.   **Note:** Do **not** select “Other” in BOTH the Primary Interaction Reason field and Primary Interaction Reason Detail field.   1. Choose the applicable selection from the **Primary** **Interaction Reason Detail** drop-down menu.   **Note:** For a full list of primary interaction reasons, refer to [Compass - Primary Interaction Reason (PIR) (064447).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b9a50365-4c4b-4157-8c7b-00f8e1e6b6f3)   1. Select **Yes** or **No** to indicate if the caller has called about the topic previously. 2. Once all required fields are completed, click **Continue** to access the account.     **Result:** Members Snapshot displays. |
| **3** | 1. Scroll to the Member Details panel (left side of screen). 2. Confirm members’ Date of Birth (DOB) **and** if not already confirmed, validate the members’ name to ensure the correct account is being accessed.  * If a Third Party is calling, review the **Additional Agent information** field that provides an overview of what you **may not** release to the caller **and** refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for detailed information. |

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| Receiving a Cold Conference/Transfer With Data Present – (Import Case Info was System Generated) |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Review the screen displayed.  “No” will be pre-selected for “**Is this an Internal Transfer?**” Leave selected as “No” because this is a cold interaction and not an internal transfer as the original agent is no longer on the line.   1. When data is present the caller’s name will be noted. Verbally confirm with the caller that this is correct.  * If the caller is the member and confirm the members’ name is accurate.  1. “Who is calling?” will be prefilled, however verbally confirm the caller’s relationship with the member is accurate and update if needed. Select **Next**. 2. Complete authentication by selecting appropriate fields on the authentication screen. Continue to the member’s profile.      1. Determine the reason for the call by completing the following fields. | |
|  | **Field…** | **Select…** |
| Primary Interaction Reason | From the drop-down list of options. |
| Primary Interaction Reason Detail | From the drop-down list of options. |
| Indication of previous contact on this topic? | Yes or No |
| **2** | Select **Continue**. | |
| **3** | Scroll to the Member Details panel (left side of screen).   * If a Third Party is calling, review the Additional Agent information field that provides an overview of what you **may not** release to the caller **and** refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for more information. | |

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| Receiving an Internal Warm Conference/Transfer With No Data Present (Import Case Info) |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | **No** is pre-selected (illustrated below) when data is not present in the “Is this call an internal transfer?” field.     1. Change the “Is this call an internal transfer?” field to **Yes.**   **Result:** Once the Yes is selected, theAuthentication and Referring Case number fields open for input. | |
| **2** | 1. Ask if the call was previously authenticated. 2. Select the appropriate radio button for “Was the call Authenticated prior to the transfer?” | |
| **3** | Ask the transferring agent if they are using the Compass system and have a referring case number. | |
| **If…** | **Then…** |
| Yes and has Referring Case Number  **Note:** The Case Number can be retrieved from the Case Details Landing Page of the transferring agent. Refer to [Compass - Case Details Landing Page (049986)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c445dcd-f511-4428-a015-5ce2f09178c4). | 1. Obtain the Case Number from the transferring agent. 2. Confirm the Case Number. 3. Locate the **Referring Case Number** field, and input the case number. 4. Click **Import Case Info** button. 5. Proceed to next step.   **Note:** The **Import Case Info** button will be disabled until a Case number is entered.    **Result:** Message displays **“Import Successful”** and information from the open case will auto populate for all fields. |
| No and does not have a Referring Case Number | 1. Complete the required **Caller Information.** 2. Obtain and input the name of the Transferring Agent. 3. Title/Department of Transferring Agent is not a required field. 4. input the Caller Name (name of member or third party). 5. Select from drop down list for Who is Calling (relationship of the caller to the member). 6. Select **Next**. |
| **4** | 1. Verbally confirm the following items with the transferring agent, then click **Next**. (All fields can be edited).   **Note:** Title/Department of Transferring Agent is not a required field.   * Call is fully authenticated * Name of Transferring Agent * Caller Name (Member or person calling on behalf of member) * Who is Calling (Relationship to the member)  1. Select **Next**.   **Note:** If the Member information is incorrect close the Case, then initiate a new search for the member. Refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114).  **Result:** Compass confirms **Authentication complete!** | |
| **5** | 1. Confirm the reason for the call:  What can I help you with today? 2. Choose the applicable reason from the **Primary Interaction Reason** drop-down menu.   **Note:** Do **not** select “Other” in BOTH the Primary Interaction Reason field and Primary Interaction Reason Detail field.   1. Choose the applicable selection from the **Primary** **Interaction Reason Detail** drop-down menu.   **Note:** For a full list of primary interaction reasons, refer to [Compass – Primary Interaction Reason (PIR) (064447)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b9a50365-4c4b-4157-8c7b-00f8e1e6b6f3).   1. Select **Yes** or **No** to indicate if the caller has called about the topic previously. 2. Once all required fields are completed, click **Continue** to access the account.     **Result:** Members Snapshot displays. | |
| **6** | 1. Scroll to the Member Details panel (left side of screen). 2. Confirm members’ Date of Birth (DOB) **and** if not already confirmed, validate the members’ name to ensure the correct account is being accessed.  * If a Third Party is calling, review the Additional Agent information field that provides an overview of what you **may not** release to the caller **and** refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for detailed information. | |

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| Receiving a Cold Conference/Transfer With No Data Present (Import Case Info) |

Follow the steps below:

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| **Step** | **Action** |
| **1** | “No” is pre-selected for “Is this an Internal Transfer?” Leave selected as “No” because this is a cold interaction and not an internal transfer as the original agent is no longer on the line.   1. Input the Caller Name (name of member or third party). 2. Select from drop down list for Who is Calling (relationship of the caller to the member). Select **Next**. 3. Complete authentication by selecting appropriate fields on the authentication screen. Proceed to the member’s profile. 4. Determine the reason for the call.      1. Select **Continue**. |
| **2** | Scroll to the Member Details panel (left side of screen).   * If a Third Party is calling, review the Additional Agent information field that provides an overview of what you **may not** release to the caller **and** refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for detailed information. |

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| Scenario Guide - Who Is Calling? |

Refer to the following scenarios as needed:

* [If Retail Pharmacy or](#_Toc147745021) [Long Term Care facility is selected for **Who is calling** and the Pharmacy Entered in IVR is incorrect](#_Toc147745022)
* [If Retail Pharmacy or](#_Toc147745023) [Long Term Care facility is selected for **Who is calling** and the system did not fully authenticate the pharmacy from the IVR](#_Toc147745024)
* [If the Pharmacy Name appears and the system is unable to determine the member from the IVR](#_Toc147745025)
* [If “Other” is selected for **Who is calling**](#_Toc147745026)
* [Complete the additional fields that appear below the **Authentication complete!** confirmation banner for certain **Who is calling** selections](#_Toc147745027)
* [If Benefit Verification Specialist is calling](#IfBenefitVerificationSpecialistCalling)

**Notes:**

* Translators are treated as though speaking with the person they are translating for. Follow the appropriate steps as if there were not a translator.
* If pop-up displays after entering information that there is a dedicated team/department that cannot be transferred to (**Example:** Carelon), always follow the pop-up prompts in Compass as to what steps to have the caller take and do not transfer to another department. The pop-up will instruct you what to advise the caller for their next steps.

Refer to table:

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| **Scenario** | **Action** | |
| Retail Pharmacy or  Long Term Care facility is selected for **Who is calling** and the Pharmacy Entered in IVR is incorrect. | The **Pharmacy Information** screen displays information auto-populated by the IVR (automated system), if available.   1. Confirm the caller is calling from the pharmacy displayed on the screen.      * If the pharmacy is incorrect, click **Pharmacy Search**.   **Result: Find a Pharmacy** popup displays.     1. Enter pharmacy search criteria and click **Find.**   **Result:** Available pharmacies display in Pharmacy Search Results.   1. Select the appropriate pharmacy that is calling.   **Result:**The Search by Member screen displays. Refer to [Step 5](#Step5_Guided_Authentication_Process_CTI). | |
| Retail Pharmacy or  Long Term Care facility is selected for **Who is calling** and the system did not fully authenticate the pharmacy in the IVR | Obtain the NPI/NCPDP from the caller and enter into the required field, then click **Next**.    **Result:** Search by Member screen displays. Refer to [Step 5](#Step5_Guided_Authentication_Process_CTI). | |
| Pharmacy Name displays and the system is unable to determine the member from the IVR | Obtain a Rx # from the caller and click **Next**.     * If unable locate the member with the Rx # given, the Search by Member screen displays. Refer to [Step 5](#Step5_Guided_Authentication_Process_CTI). * If a match is located within Compass, the **Authentication Information** screen displays. Refer to [Step 6](#GAPStep6).   **Notes:**   * When Cancel Authentication is clicked, all information entered in the previous screen and by the IVR is cleared and the Search by Member screen displays to begin a new search. * When Search by Member/Rx Number is clicked, all information entered in the previous screen and by the IVR will be retained. Refer to [Step 5](#Step5_Guided_Authentication_Process_CTI) of the Guided Authentication Process (CTI) section. | |
| If “Other” is selected for **Who is calling** | 1. Verify that the appropriate selection is not available in the **Who is calling?** drop-down menu before selecting “Other.” 2. Input caller’s first and last name in the **Caller Name** field. 3. Input details about the relationship in the **Other Relationship** field that displays.   A screenshot of a computer  AI-generated content may be incorrect.   1. Click **Next**.   **Result:** The Search by Member screen displays. Return to [Step 5](#Step5_Guided_Authentication_Process_CTI) of the Guided Authentication Process (CTI) section. | |
| Complete the additional fields that appear below the **Authentication complete!** confirmation banner for certain **Who is calling** selections. | If the caller is a third party calling on behalf of an adult member, ask the following question when prompted and select “Yes” or “No” depending on their answer:  Is the member aware that you are calling on their behalf?  If the caller is listed as a **POA** (Power of Attorney) or **AOR** (Authorized Representative) on the member’s **Privacy Information** (Padlock icon) screen, you do **not** need to ask the Third-Party question. If you selected "**Family Member/Third Party**" in the "Who is calling?" field previously and reached the authentication token screen, click "**Previous**" until you reach the **Caller Information** screen. Select "**Legal Representative**" in the **"Who is calling?"** field. Proceed accordingly. Refer to the [Scenario Guide - Privacy Information Padlock](#_Scenario_Guide_-–_1) section as needed.   Select **Yes** under **Caller’s Response** for the following **Who is calling** selections, as they **do not** require the Third-Party question listed (check the CIF for any exceptions):     * Brokers Office - MED D (Broker/Agent) (refer to [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) as needed) * Other - Client and Plan Representatives (Account Manager) (refer to [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) as needed) * Caller states that member has Dementia or Alzheimer’s Disease. * Caller states they are calling for a deceased member(s). | |
| **If the third-party caller answers…** | **Then...** |
| Yes | * Under Caller’s Response, select **Yes**. * Click the **Continue** button to proceed to [Step 8](#Step8_Guided_Authentication_Process_CTI).   **Result:** The Interaction Reason popup box displays.  **Note:** TheClose Case button will bring the agent to the Close Case tab. |
| No | You cannot access the account. If the member is not available to give permission, inform the caller they will have to gain the member’s permission to call on their behalf and call back. |
| Benefit Verification Specialist is calling | * Verify selected Benefit verification specialist is selected. * Gather information for the provider and NPI and input in the appropriate fields. * On the next screen, follow the process for authenticating the member. * For more information refer to [Compass – Benefit Verification Specialist (BVS) / Insurance Specialist Call Flow (070412).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e18ec280-7230-4f3f-b628-6ee07c083ddd) | |

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| Scenario Guide - Privacy Information Padlock |

Refer to the following scenario as needed:

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| **Scenario** | **Action** |
| Privacy Information Padlock | The **Padlock** icon, which indicates that the member has a Privacy Record such as a Power of Attorney (POA) and/or Appointed Representative (AOR) on their account.    If yes, click the **Privacy Information** button and review the Privacy Records screen to protect member privacy. For further information, refer to [Compass - Power of Attorney (POA) (053889)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1157152c-6ca0-42d3-8d0c-87135b979b2c) and/or [Compass - Forms Members Can Submit to Authorize Access and Release of Information for Their Account (053891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91b652db-c5b2-4769-b300-e1e2c95ec009).    If the caller is listed as a **POA** (Power of Attorney) or **AOR** (Authorized Representative) on the member’s **Privacy Information** (Padlock icon) screen, you do **not** need to ask the Third-Party question. If you selected "**Family Member/Third Party**" in the "Who is calling?" field previously and reached the authentication token screen, go back. Click "**Previous**" until you reach the **Caller Information** screen again. Select "**Legal Representative**" in the "Who is calling?" field. Proceed accordingly.  This should not be applicable to PHD (Pharmacy Help Desk) calls. |

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| Scenario Guide - Trouble Authenticating? |

Refer to the following scenario as needed:

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| **Scenario** | **Action** |
| Trouble Authenticating?  **Note:** If bypassing the authentication screen, caller authentication and HIPAA requirements **must** still be followed.  **Example:** Benefits Verification Specialist is calling about a medication that has not been prescribed then obtain a member ID, Rx# or another medication name to fully authenticate the account. | 1. Click the **Trouble Authenticating?** hyperlink.     **Result:** The Trouble Authenticating? popup displays.   1. Select a **Reason** from the Authentication Bypass Reasons drop down, then click **Next**.     **Note:** If “Other” is selected from the **Authentication Bypass Reasons** dropdown, enter the reason in the **Other Reason** field. The **Next** button illuminates when the reason is selected/entered.    **Result:** Compass displays the following message: “Are you sure you wish to proceed with the reason you selected for trouble authenticating?”     1. Click **Yes**.   **Notes:**   * To return to **Authentication Bypass Reasons** selection screen, click **Previous**. * To exit, click **Cancel**.   **Result:** Compass will allow the agent to bypass the authentication token screen.   1. Return to [Step 8](#Step8_Guided_Authentication_Process_CTI) of the Guided Authentication Process (CTI) section. |

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| Related Screenshots |

Refer to the following screenshots for reference as needed:

* [Fully Authenticated via the CTI auto-population](#_Toc139010814) (Care)
* [Caller has confirmed they are calling about their own account](#_Toc139010815)
* [Fully Authenticated via the CTI auto-population](#_Toc139010816) (PHD)
* [Compass did not fully authenticate the pharmacy from the IVR](#_Toc139010817)
* [No Rx on File checkbox in Category 3 on Authentication screen](#_Toc139010818)

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| **Screenshot Description** | **Screenshot** |
| Fully Authenticated via the CTI auto-population (Care) |  |
| Caller has confirmed they are calling about their own account |  |
| Fully Authenticated via the CTI auto-population (PHD) |  |
| Compass did not fully authenticate the pharmacy from the IVR |  |
| No Rx on File checkbox in Category 3 on Authentication screen |  |

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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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