# **Compass -** **Viewing and Running Test Claims for Alternative Rx(s)**

[Alternatives from the View Test Claim Results Screen](#_Toc208409825)

[Edit Test Claim Criteria for Alternatives](#_Toc208409826)

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**Description:** Steps to view and run a test claim for alternative medications specific to the plan to provide the member with improved cost options for their Rx(s).

**** When providing alternatives, you must read the mandatory disclaimer:

 The alternatives provided are suggestions and not an all-inclusive list. The member should discuss these and other treatment options with their physician.

There may be situations in which the database does not supply any alternatives although alternatives exist.



 If the member begins asking clinically related questions, warm transfer to the Clinical Counseling Team.



**Examples** of clinical questions:

* Drug-to-drug interactions
* Side Effects/Adverse Reactions
* Allergies
* Similarities and differences between ingredients and fillers
* Member asks if the alternative is as good as or equal to the Price Estimate drug.

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| **Alternatives from the View Test Claim Results Screen** |

If the caller has indicated they are looking for alternatives for a Rx or a more cost-effective Rx from what they are currently taking, perform the following steps:

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| **Step** | **Action** | |
| **1** | From the **View Test Claim Results** screen, click **View** hyperlink under the **Alternatives** column to view selected drug’s alternatives.    **Notes**:   * If the medication **is not** available at mail, icon and message displays: “Mail Member Pay will not be returned for Rx’s that are not available at mail.” * The **Mail Mbr. Pay** column will display message: “Cost not available,” for any medication(s) not available at mail.   **Result:** Alternatives for <drug information> displays in a new tab. | |
| **2** | 1. Review Alternatives.   **Note**: If the search does not return any alternatives, warm transfer the member to Clinical Care Services for further assistance. Refer to [Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f).  b. **Read the alternatives disclaimer**: “The alternatives provided are suggestions and not an all-inclusive list. You should discuss these and other treatment options with your provider.    **Note: Alternatives** section displays test claim results based on how the original test claim was ran: | |
| **If the Original Test Claim was ran for a:** | **Then the Alternative 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. |
| **Notes:**   * Quantity is based on drug’s most common daily dose. * Edits can be made to quantity, day supply, or pharmacies. Refer to [**Edit Test Claim Criteria for Alternatives**](#_Edit_Test_Claim) section. * Mail and Retail/Specialty Pharmacies will be the same pharmacies selected in the original test claim. * Mail Availability column will display:   + 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 alternative drugs are found, message will display, “No alternative drugs found.” | |
| **3** | To view **Formulary Alternatives**, click the **chevron arrow**.    **Result:** The Formulary Alternatives table displays.    **Formulary Alternatives** table displays:   1. NDC 2. Drug Name/Strength 3. Formulary/Preferred 4. Mail Availability column will display:    * 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.”   **Notes:**   * If no formulary drugs are found, message will display, “No formulary drugs found.” * Test claims can be ran for one or more formulary alternative. Refer to **Edit Test Claim Criteria for Alternatives** section. | |

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| **Edit Test Claim Criteria for Alternatives** |

To make edits to Alternatives or run test claims for Formulary Alternatives, perform the following steps:

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| **Step** | **Action** |
| **1** | From the **Alternatives** for <drug info> screen, select the checkbox next to all alternatives needing to edit/run a test claim for, then click the **Edit Test Claim Criteria** button.  **Notes:**   * Selections may be from the **Alternatives** table and/or the **Formulary Alternatives** table. * If no alternatives are checked, an error message displays, “No alternatives selected. Check off alternatives/formulary alternatives to edit the criteria for them.”   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Enter Test Claim Criteria screen displays in a new tab with the original Rx and selected Alternative Rx(s) added in the **List of Test Claims to Run** table. |
| **2** | Make edits as needed from the List of Test Claims to Run, then click **Run Test Claims** button.  **Notes:**   * Alternatives added to the List of Test Claims to Run table will apply the quantity, day supply, mail or retail, and pharmacy information associated with the original test claim. * Original Rx will display in table. * The Price Drugs Together is turned to Off.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** View Test Claim Results screen displays.  A screenshot of a computer  AI-generated content may be incorrect.  **Note:** Steps 1 and 2 can be repeated as needed. |

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| **Related Documents** |

[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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