# Compass - Refund Stop Payment Check Reissue

[Process](#_Toc207282181)

[Related Documents](#_Toc207282182)

**Description:** Use when a member needs assistance dealing with a check that has been issued and may now need a copy or for it to be replaced.

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| Process |

**Reminder:** A Stop Payment cannot be requested until 30 days from the issue date. The reissue process can take up to 30 business days and the check should be received within 8 weeks of task completion.

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Identify that the request is for a reissue of a reimbursement check. | |
| **2** | Confirm the medication(s) and fill date(s) of claim(s) processed for a reimbursement check on the **Claims Landing Page**.  **Note:** For Non-Paper Claim checks, Skip to [step 7](#ProcessStep7). | |
| **3** | Once you locate the paid paper claim on the **Claims** table, click the **Rx #** hyperlink. | |
| **4** | From the Claim Details tab, click **Financial Details**. | |
| **5** | Scroll down to the bottom of the Financial Details screen to view the **Member Reimbursement** panel.  Refer to [Compass - Identifying Paper Claims (050034)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c281dde6-a86e-451a-8828-9f2b98c17bb9). | |
| **6** | Click the **Check Number**hyperlink.   * If the address is incorrect, access the Member SnapshotLanding Page, scroll down in the left side column, and click **View All** in the **Contact Information** panel to change the address. * Review reimbursement **Check Details** popup for the claim in question. | |
| **7** | Proceed depending on the scenario.  **Notes:**   * A Stop Payment cannot be requested until 30 days from the issue date. The reissue process can take up to 30 days to complete and the check should be received within 8 weeks of task completion. * The check will only be reissued to the cardholder’s name. If the caller asks to escalate, 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). * Refer to [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98) and/or [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) as needed. | |
| **If…** | **Then…** |
| Replacing a **lost or stolen** check that has not been cashed or deposited (For Pharmacy Claims Only). | Submit a Support Task.  **Task Type:** Research/Reissue/Stop Payment. |
| Reimbursement check issued to a payee that has been uncashed for over two years.  **Note:** Unclaimed Property is any reimbursement check issued to a payee that has been uncashed for over two years. Due Diligence letters are sent to the payee to inform them of reimbursement. Follow the steps outlined in [Compass - Unclaimed Property Checks Not Cashed (062887)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=589a4793-e6c7-472a-a95d-1e7dd43e0f3b) to assist members with website navigation. **Do not complete the form for the caller**. | Submit a Support Task.  **Task Type:** Unclaimed Property Research.  The caller needs the property ID from the Due Diligence letter, along with the check number, amount, and date. The payee can submit claims directly on our website at <https://www.cvs.com/unclaimedproperty/home>.  If unable to answer the members questions using the FAQs listed in [Compass - Unclaimed Property Checks Not Cashed (062887)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=589a4793-e6c7-472a-a95d-1e7dd43e0f3b), reach out to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance. In the event the Senior Team is unable to assist, they will create a task to resolve. |
| * Replacing a check that was received but **never cashed or deposited**. * Replacing a **stale dated** check. * Considered Lost or Stolen.   **Note:** Used for requests that are not yet considered unclaimed property (180 days to 2 years). | Submit a Support Task.  **Task Type:** Research/Reissue/Stop Payment.  **Notes:**   * A stop payment cannot be requested until 30 days after the issue date. * Member will need to provide the amount of the check, the reason the original check was not cashed (never received, received damaged, received then lost/misplaced, received check with no remittance advice, sent to wrong address), the check issue date, the type of request (copy of cleared check, stop pay/reissue check, stop pay only), and the check number. * The check is reissued in the cardholder's name. If the caller asks to escalate, warm transfer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for further assistance. |
| Reissuing a check for a **deceased member**. | To reissue a check, the following items are required:   * Death Certificate * Entire executor of estate document OR a signed and notarized affidavit (sworn statement put into writing and notarized) that the person requesting the reissued check is the executor of estate.   Refer to [Compass - Mail Order Calls Regarding Deceased Members (064870)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=84208228-6cf3-46fd-ae5a-14624e9f04c0). |
| * Determining why a refund check was issued or * Initiating a refund/credit to a member or member’s account. | Refer to [Compass - Refund for a Mail Order Balance Credit (057888)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=99d5924f-b53e-42cc-a337-5edc94d30f77). |

[Top of the Document](#_top)

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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)

[Compass - Support Task Types and Uses with Turnaround Time (TAT) (056365)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ac2747d-17b4-4986-8c4e-3bdaca477cf1)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) [CALL-0011 – Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[Top of the Document](#_top)

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