# Compass - Lifeline Quick Assist

[Lifeline Support Guidelines](#_Toc206589057)

[Lifeline Quick Assist Process](#_Toc206589058)

[Related Documents](#_Toc206589059)

**Description:** Use for a Procedural Assist for topics such as PBOs, mail tag requests not handled by CCR, or as directed by the CIF or work instruction when specific Senior Resolution Team (SRT) handling is required. Agents should review the Quick Assist process chart.

**Note:** This process does not apply to Medicare D or EGWP lines of businesses.

**** Lifeline Quick Assist - Hours of Operation - 6:00 am - 10:00 pm CST, 7 days a week.

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| Lifeline Support Guidelines |

 The following request types should **NOT** be submitted to Lifeline Quick Assist instead, call the Senior Resolution Team (SRT) directly:

* When member requests to speak to a supervisor.
* When the CIF does not allow for override, mail tag, or any other requests.
* The issue is complex and requires additional research.
* When there is suspicion of abuse or over-utilization of ANY medication.
* Lifeline Quick Assist is not for finding RX availability in stock at retail. Refer to Compass – Search for [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c).

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) for additional assistance.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine if the member requires a mail tag, procedural override, or another procedural assist scenario requiring a SRT member for support. Refer to [Lifeline Quick Assist](#_Lifeline_Quick_Assist) section below for additional information regarding these scenarios. | |
| **If…** | **Then…** |
| Mail Tag, Procedural Override, or another Procedural Assist scenario. | Proceed to Step 2. |
| Not a Procedural Assist. | Follow the steps to handle the members’ request.   * If the Senior Team assistance is needed, 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). |
| **2** | Review the account to determine if the Procedural Assist request is already in process. | |
| **If…** | **Then…** |
| In process. | 1. Educate the member of the status and turnaround time (TAT) of the request (**Example:** Mail Tag processing time). 2. Refer to applicable work instructions as needed. 3. Document the account in Compass. |
| Not in process (New Request). | Take the appropriate steps as outlined in the [Quick Assist](#_Aetna_Commercial) section below. |

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| Lifeline Quick Assist Process |

Complete as appropriate depending on the Procedural Assist scenario.

 Agents should review the Lifeline Quick Assist process chart in its entirety (displayed below).

**Notes:**

* Lifeline chat times are responded to within 90 seconds. If the inquiry times are beyond the 90 second timeframe, resubmit the template.
* Agent should stay engaged with the caller while using Lifeline Quick Assist - refer to [How to Engage the Caller While Chatting with the Senior Team - (075244)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa856c-ade5-4cce-8613-eaf8c56a7f92).
* If Lifeline Quick Assist does not resolve the issue within 6 minutes, transfer the call to the Senior Team. 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) as needed.
* If the call is escalated, call the Senior Team (do not use the Lifeline Quick Assist process) for Commercial: **1-877-216-8707.**

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| **Procedural Assist Scenario** | **Process** | **Template** |
| **Mail Tags** | 1. Verify the Mail Order has shipped or is in process.  * If in process, refer to [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658)**.** Do not proceed.  1. Verify if the member has used any of the medication.  * If the member used any portion of the medication, call the Senior Team for Commercial at 1-877-216-8707.  1. Check the CIF to confirm if a Mail Tag is allowed or not specified.  * If CIF states Mail Tag is not allowed, contact Clinical for possible AME credit. If AME credit is denied, proceed to the next step.   **Note**: Prior to reaching out to Lifeline Quick Assist for a mail tag, refer to [Compass - Return Order Request (Formerly Refund Copay Credit/Mail Tag Request) (058097)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e7e3115-e2d6-41c6-bd9e-83a67e0ec196).   1. Complete the **Mail Tag Request Template**. 2. Access and post the completed template to the [Lifeline Quick Assist](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2Fl%2Fapp%2F64179ef1-2f44-4b06-b6e8-b0a7f9eccd76%3Fsource%3Dapp-details-dialog&type=app&deeplinkId=54d6b21e-2c26-4623-be9c-ab66831881a7&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true). | **Mail Tag Request Template**   * Carrier Code: * Member Name: * Member ID: * Order Number: * Medication Name: * Has the member used any portion of the medication? (Yes/No): * Check CIF: Does the CIF allow a mail tag for this case? (Yes/No):   **Note:** If AME credit is denied by clinical, include:   * Did Clinical deny the request? (Yes/No): Yes |
| **Procedural Overrides** | 1. Perform a Test claim to determine if an override is necessary.  * If the claim pays correctly, do not proceed.  1. Review claim rejection details to confirm if a Prior Authorization (PA) is required.  * If a PA is needed, refer to [Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c) Do not proceed.  1. Refer to the CIF or work instruction to verify if the override is allowed. 2. Check to determine if you can enter the override directly in Compass. Refer to [Compass - Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f).    * If yes, enter the override.    * If not, proceed to the next step. 3. Complete the **Procedural Override Request Template**. 4. Access and post the completed template to the [Lifeline Quick Assist.](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2Fl%2Fapp%2F64179ef1-2f44-4b06-b6e8-b0a7f9eccd76%3Fsource%3Dapp-details-dialog&type=app&deeplinkId=54d6b21e-2c26-4623-be9c-ab66831881a7&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true)   **Note:** Procedural Overrides require a Senior Team representative intervention to complete (**Example:** RxClaim is needed).  Overrides to contact the **Lifeline Quick Assist**:   * Compound overrides * Copay overrides * CIF specifies Senior Team is only authorized to enter a specific override * DAW 9 * DAW Cost Difference * Drug message popup displays that this is a Sensitive Drug (HIV) or (HEP C) * Expatriate Employee * Pharmacy Network Exclusion * Plan Limitations Exceeded Override for Specialty Medications * PBOs greater than a 90-day supply * Member already paid out of pocket for the medication and the rejected claim is more than 7 days in the past * Caller requests LTC override for longer than default effective/expiration dates * PA Layering | **Procedural Override Request Template**   * Carrier Code: * Member Name: * Member ID: * Rx# or Medication name, strength, and dosage: * Compass Case Number (if applicable): * Specific Override Requested: * Reason for Request (as per CIF): |
| **Other Procedural Assist Scenarios** | Procedural Assists include the following.  Other Override or Procedural assists as directed by the CIF or Work Instruction (WI).  **Examples include:**   * CIF includes a process for **COB-Reject 41** and resolution requires Senior team to flip COB flag in AS400. * Commercial Medicaid procedural override requests that only Senior Team is authorized to input. * Credit requests and CIF allows credits or does not specify. * As directed by CIF or WI Cash Cards. Refer to [Compass - Drug Discount Card Program and RxSavingsPlus (062872)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8e561110-5fc0-43ed-a589-5c0904df1a10). * Backdate, edit, or modify MChoice opt out. Refer to [Compass - Maintenance Choice (MChoice) Opt Out (053799)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=071ddb5a-1f72-4cef-baa6-5164c512e782).   For one of the above scenarios, or when a CIF or work instruction directs you to contact the Senior Team via Lifeline Quick Assist for any other specific task, proceed as follows:   1. Review the CIF, member profile. 2. Run Test Claims to ensure accuracy prior to contacting Lifeline Quick Assist. 3. Complete the Procedural Assist Template. 4. Access and post the completed template to the [Lifeline Quick Assist.](https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F_%23%2Fl%2Fapp%2F64179ef1-2f44-4b06-b6e8-b0a7f9eccd76%3Fsource%3Dapp-details-dialog&type=app&deeplinkId=54d6b21e-2c26-4623-be9c-ab66831881a7&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true) | **Procedural Assist Template:**   * Carrier Code: * Member Name: * Member ID: * Compass Case Number: * Specific Action Requested: * Reason for Request (as per CIF): |
| **Shipping Fee Credit Requests** | * Member disputes the shipping fee when not requested and charge has posted on the account/order shipped. * Order is in dispensing and shipping fee cannot be waived.   Refer to [Compass – Waiving Shipping Fees (073541)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4884979f-78c9-4dbe-9d11-2921104432cb) for reasons shipping can be waived. | **Shipping Fee Template:**   * Carrier Code: * Member Name: * Member ID: * Compass Case Number: * Order #: * Order shipped (Yes/No) * Reason for shipping fee credit request |

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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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