# Compass - Handling Doctor and Provider Phone Calls

[Resolving Telephone Inquiries or Complaints from External Providers](#_Toc197092859)

[Related Documents](#_Toc197092860)

**Description:** Process for handling telephone inquiries or complaints from an external provider/provider’s office.

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| Resolving Telephone Inquiries or Complaints from External Providers |

Perform the steps below:

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| **Step** | **Action** | | |
| **1** | Obtain information from the provider to locate the member account in question and then determine the nature of the inquiry or complaint and attempt to resolve using existing processes. | | |
| **If…** | **Then…** | |
| Calling in a new prescription | Make sure a new script is needed and if so, follow normal processes to transfer and properly introduce the caller to the correct department. (**Example:** FastStart, etc.)  If member’s script is being held due to delayed provider response, refer to [Compass - Delayed Prescriber Response/Provider Holds (057051)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=101f5c27-321e-427d-86e2-715d4e62b660). | |
| Caller requests to speak to PBM Clinical Counseling or questions about drug interactions | * Ensure Clinical Care Services is open. Refer to [Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f). * Warm transfer and properly introduce to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). * Check any client specific process, if applicable. | |
| Hospital calls requesting list of member’s medications due to emergency | Refer to **Hospital or Emergency medical personnel** in the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). | |
| Caller requests for Provider information to be updated in PeopleSafe | Refer to [Address, Phone and Fax Number Changes for Prescribers and Pharmacies (028806)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=00ea6a48-8a47-415a-b8cf-b816a8c20850). | |
| Calling about an Appeal | Run a [Compass - Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) in Compass for the drug in question and review the messaging to confirm the medication requires appeal.  For additional information, refer to:   * [Compass - Appeals (057981)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2afb93f5-6068-48b7-af0f-e04000f90426) * [Compass MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) | |
| Calling about a Prior Authorization (PA) | Run a [[Compass - Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)in Compass for the drug in question and review the messaging to confirm the medication requires prior authorization.   * If calling in a Prior Authorization handled by our mail order pharmacy, transfer to the correct department. Review client specific processes, as applicable: * [Basic Call Handling (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) for Talk Tracks  * [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c) * [Compass MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) * **Coverage Determinations/Appeals Med D Only:** [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b) | |
| After following all normal guidelines, there is still uncertainty about the correct area for processing or resolution for the provider | Transfer to the Senior Team.   * Commercial: [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) * MED D: [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7)   **For complaints:** | |
| **If the caller wants to file a complaint**  **AND...** | **Then...** |
| Does not need a callback | Refer to:   * Commercial: [Compass - Handling Member & Prescription Complaints, Compliments or Suggestions (066562)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ce37ade9-3483-4c0e-b7ec-d063ff62ddb8) * Med D:  [MED D Beneficiary Suggestions or Compliments (086043)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0520f32f-4166-4839-ade4-8f0c16157881) |
| Wants a callback | Refer to the Senior Team:   * Commercial: [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) * MED D: [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7) |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms (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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