# Compass - Different Client Codes (Multiple Cardholder)

[Process](#_Toc187218465)

[Resolution Time](#_Toc187218466)

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**Description****:** Use when system displays a member under multiple clients, but they are unable to use RxRequest or the member portal.

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| Process |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Access Compass and locate the member's account using appropriate ID number.  **Result:** Search Results screen displays Multiple Cardholders. | |
| **2** | Confirm with the member the name of the client under which their benefits are administered. | |
| **3** | Click the correct **Member ID** hyperlink and assist member using appropriate procedure based on their request. | |
| **4** | Submit support task for Multi Card Holder. Refer to [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98).  **Task Type:** Multiple Cardholder   * **Carrier ID to be Deactivated:** Input Carrier ID * **Action Required: Deactivate line of Eligibility.** * **Notes:** Indicate to term the <enter client code> so the member can access the self-service options. | |
| **5** | Offer the member a callback once the request has been processed. | |
| **If** **the member says...** | **Then...** |
| **Yes** | From the newly created **Support Task**tab, click the **Create Callback** button. Complete all required and applicable fields in the Create Callback popup. Once all required fields are completed, click **Next.** |
| **No** | Advise them that they can call us 24 hours a day, 7 days a week to check the status. |

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| Resolution Time |

Up to Five Business Days

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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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