# Aetna Compass - Controlled Substance State Laws

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**Description:** Process for handling calls referring to state laws for processing and filling Controlled substance prescriptions.

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| Reminders |

**** If the member has any questions regarding controlled substance state laws, warm transfer to **Clinical Care** to ensure the member receives the most up to date information.

Do notprovide the Clinical phone number to the member at any time. All member calls should be directed through Customer Care.

Clinical Care calls should be warm transferred to **1-866-251-3591** (internal number, do not disclose).

**Note:**  Hawaii’s Clinical Care calls should be warm transferred to **1-877-418-4130** (internal number, do not disclose).

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| Controlled Substance State Laws |

Questions about filling Controlled Substances at **retail**, note the following:

* Provide Test Claim results to determine plan coverage for the Controlled Substance. Refer to [Aetna Compass - Test Claims (064284)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf264650-c4b2-4b12-a7da-15d39fa128c3).

**Note:** Test Claims (Payment Estimate) are an indicator of insurance coverage, and do not guarantee a pharmacy will fill the prescription.

* A disclaimer should be provided to the member that in some instances, the laws in the state where the pharmacy is located may restrict the quantity that the pharmacy is able to dispense.
* For further information on state laws that may impact their prescription, the member should consult with their local pharmacy.

Questions about filling Controlled Substances with **Mail Order**, note the following:

* Provide Test Claim results to determine plan coverage for the Controlled Substance.

**Note:** Test Claims (Payment Estimate) are an indicator of insurance coverage, and do not guarantee a pharmacy will fill the prescription.

* A disclaimer should be provided to the member that in some instances, the laws in the state where the pharmacy is located may restrict the quantity that the pharmacy is able to dispense.
* For further information on state laws that may impact their prescription, warm transfer the member to **Clinical Care.**

In addition to complying with Federal regulations for controlled substances, the PBM accommodates any state-specific laws.

* Electronic prescriptions for Controlled Substances (EPCS) compliant is now allowed in all states for all Controlled Medications C2-C5. Not all prescribers can prescribe Controlled Substances and only a licensed prescriber can submit Controlled Substance medications electronically. Not all prescribers’ offices are EPCS compliant.

If the member has a question beyond the scope of what is covered in Compass and Test Claim, warm transfer to **Clinical Care.**



**Note:** If after hours, refer to [Aetna Compass - Clinical Counseling Pharmacist After Hours Process (064389)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e8f70a9d-a97c-4a1b-a633-793861909fe6).

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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)

[Aetna Compass - Controlled Substance Information (C2-C5) (064268)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=02e17e58-5b56-41cd-ab08-d27d9f8cad5d)

[Compass - Identifying Controlled Substances (057979)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=52472a65-b1b1-4026-b85e-816a2c329d9e)

**Parent Document:** [PROFPR-0047 Controlled Substances State Laws](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=PROFPR-0047)

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