# Aetna Compass - Retail Claim (Transmission) Reversals

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**Description:** Instructions for how to reverse a claim in Compass. Aetna network pharmacies are expected to reverse their own claims if the claim is within the allowed timeframe. However, there will be times when the pharmacy will request assistance to reverse the claim, because they cannot find the claim due to system problems or the pharmacy accidently deleted it.

**Only** the pharmacy that billed the claim can ask for it to be reversed. Members **cannot** ask for a claim to be reversed nor can other pharmacies.



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| Process |

Pharmacies can reverse and reprocess a claim for up to 90 days and reverse a claim (no reprocessing) for up to 180 days. In most situations, the billing pharmacy will reverse the claim themselves without any intervention or assistance; however, occasionally it is necessary for the pharmacy to request assistance with reversing the claim. If you question the pharmacy’s reason, warm transfer to the Pharmacy Help Line refer to [Aetna - Departments & Programs (Phone, Addresses & Hours)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c0357fa4-f9b1-4895-ae82-cbc20e9820a7" \t "_blank).

**Notes:**



* **All reversal requests must be requested by the pharmacy whose NPI is displayed on the PAID claim.**
* Only pharmacists or their authorized personnel may request a claim reversal.
* Do not reverse a claim on an ineligible account. Instead, warm transfer to the Senior Team refer to [Aetna - How and When to Contact the SRT](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=35b41b78-3df9-419e-b3ce-5d184aeceb1e).
  + Med D: [Aetna Compass Med D – How and When to Contact the SRT](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=80a40b26-1ade-43d5-9c1a-1ea455c77a3a).

Perform the steps below to reverse a claim:

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| **Step** | **Action** | | |
| **1** | On the Claims Landing Page in Compass, locate the desired **Prescription number** and **Date of Fill (DOF)** in the Claims table. | | |
| **2** | Determine the status of the claim by reviewing the **Status** column: | | |
| **If the Status is...** | **Then...** | |
| Reversal | The claim has already been reversed.  **Say:**   I am showing the claim has already been reversed. | |
| Rejected | **Say:**   The claim cannot be reversed because it was not a paid claim. | |
| Paid | Proceed to the next Step. | |
| **3** | From the **Rx #**column, click the **Prescription number**hyperlink of the claim to be reversed, then click the **Transmission Details** tab.    **Result:**  **Transmission Details** screen displays. | | |
| **4** | Determine if the claim is a History Load:     * Navigate to the **Transaction IN** section, then review the **Plan Input Code** field. * If yes (HISTLOAD displays), warm transfer to the Pharmacy Help Line refer to [Aetna - Departments & Programs (Phone, Addresses & Hours)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0357fa4-f9b1-4895-ae82-cbc20e9820a7). * If no (PCN Code displays), proceed to the next Step. | | |
| **5** | Navigate to the **Reverse Transmission** section (located at the bottom of the screen).     * If the correct **Pharmacy NPI/NCPDP** number displays, proceed to Step 6. * If the **Pharmacy****NPI/NCPDP** number does NOT display, review the **NPI/NCPDP** field in the **Transaction IN Pharmacy** section or confirm the NPI/NCPDP with the pharmacy, type the number in the **Pharmacy NPI/NCPDP**field, and then proceed to Step 6.  * To search for the pharmacy, click the **magnifying glass** icon next to the **Pharmacy NPI/NCPDP** field. Once the pharmacy search is complete, pharmacy Search Results will display; clicking the **Pharmacy Name** hyperlink will auto-populate the pharmacy’s NPI/NCPDP number in the **Reverse Transmission** section’s **Pharmacy NPI/NCPDP** field. * If the pharmacy Search Result does not match the pharmacy that processed the claim, the information from the Search Results is read-only and will NOT auto-populate to the **Reverse Transmission** section’s **Pharmacy NPI/NCPDP** field. | | |
| **6** | Review messaging in the **Reverse Transmission** section and determine the following: | | |
| **If messaging displays...** | | **Then...** |
| **# of days left to reverse Transmission** AND no error message is shown under the **Pharmacy NPI/NCPDP** field | | Proceed to the next Step. |
| The following error message is shown under the **Pharmacy NPI/NCPDP**field:  **Entered NPI/NCPDP doesn’t match the claim**  (Reverse Transmission button is disabled) | | All reversal requests must be requested by the pharmacy whose NPI is displayed on the Paid claim.     * Advise the pharmacy to contact the pharmacy on the PAID claim and ask them to reverse it. * Give the pharmacy name and phone number from the PAID claim to the caller. |
| **Not eligible. The claim has already been reversed.**    (Reverse Transmission button is disabled) | | The claim has already been reversed. This is a duplicate reversal.    **Say:**   I am showing the claim has already been reversed. |
| **Claim reversal cannot be processed at this time.**    (Reverse Transmission button is disabled) | | The claim has already been reversed. This is a duplicate reversal.    **Say:**   I am showing the claim has already been reversed. |
| **Claim is past the window for the claim to be reversed and can no longer be reversed.**    (Reverse Transmission button is disabled) | | Warm transfer to the Senior Team for assistance.    **Note:**  Access the tooltip for specific dates, as needed. |
| **Any other message not listed above, and the CCR is unable to reverse the claim.** | | Warm transfer to the Senior Team for assistance. |
| **7** | Click the **Reverse Transmission** button.    **Result:**  **Are you sure?** window displays. | | |
| **8** | Click **Yes**.    **Results:**   * The following message displays:  **Reverse Transmission was successful**. * **Reverse Transmission** field updates to read: This transmission has already been reversed. * **Primary Interaction Reason** field on the Case Tab updates to reflect: Claim Reversal. | | |
| **9** | **Say:** I am showing the claim was successfully reversed.  Document the call in Compass. Refer to [Aetna Compass - Call Documentation (064073)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=00a31f30-5b4e-4e30-88e1-ede92b89339e). | | |

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\c506324\Downloads\CMS-2-017428)

**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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