# Aetna Compass - Tips for Preventing Class I Errors

[Tips to Prevent Class I Errors](#_Toc74656788)

[Related Documents](#_Toc74656789)

**Description:** Information that will assist you with preventing Class I Errors.

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| Tips to Prevent Class I Errors |

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| **Tip** | **Action** |
| **1** | Ask the member for the Prescription Number to ensure you are ordering the correct prescription. If the member does not have the prescription number, ask them for the Drug Name, Strength, Dosage Form, Quantity, and Days’ Supply.  **Notes:**   * When viewing the member’s prescriptions, remember to match all six categories in order to place the correct refill; and that you are ordering for the correct member. * For a chart of the common medication dosage form abbreviations and descriptions, refer to [Aetna - Common Medication Dosage Form Abbreviations](TSRC-PROD-004065). |
| **2** | Review the Duplicate Drug (message under Approved/Rejected section on Refill Rx- Verify screen).  **Note:** Members may have more than one prescription for the same drug, but the directions will be different. Pay close attention to the Strength, Quantity, Days’ Supply, and Formulation, and verify which one the member wants. |
| **3** | Recap each medication one last time before submitting and completing the order with the member including:   * Member Name * Drug Name * Dosage Form (i.e., Formulation) * Strength * Quantity **and** Days’ Supply * Number of Available Refills   This is your FINAL opportunity to prevent a Class I Error.  Refer to [Aetna Compass - Mail Rx Refill/Renewal (Order Placement) (064266)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ab88287-6d93-4add-9fa7-72abc457a280) for the complete process of placing a refill order. |

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| Related Documents |

**Abbreviations / Definitions:** [Customer Care Abbreviations, Definitions, and Terms](../CMS-2-017428)

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