# Compass MED D - Conferencing Calls with Clinical Care vs. Creating a Med D CD&A Support Task (Clinical Operations)

[Conferencing vs. Creating a Med D CD&A Support Task](#_Toc188434304)

**Description:** Provides a high level clarification on [Conferencing Calls with Clinical Care](#ConfClinical) and [Transferring Calls to MED D Coverage Determination and Appeals (CD&A)](#TransferCDA). Each process is fully detailed within separate work instruction documents located on theSource.

|  |
| --- |
| Conferencing vs. Creating a Med D CD&A Support Task |

The chart below explains the primary usage differences between conferencing calls with Clinical Care and creating a Med D CD&A Support Task (Clinical Operations) and provides links directly to each related Work Instruction.

|  |  |
| --- | --- |
| **When to** **Conference Calls with Clinical Care** | **When to** **Create a Med D CD&A Support Task** |
| **Work Instruction Details:**  [Compass MED D - When to Transfer Calls to Clinical Care Services Clinical Counseling (062921)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e38db11-c85f-46a4-81c4-32149298c44e) | **Work Instruction Details:**  [Compass MED D - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) |
| **When to Use This Process:**  Use this process for call types or questions of a clinical nature, such as the following examples:   * Drug Interactions * Drug Usage * Ingestion of wrong medication * Controlled Substances State Laws * Product (Pill) Identification * Side Effects/Adverse Reactions * Alleged Translation or Dispensing Errors (Wrong Medication, Wrong quantity, Wrong Patient) * Member Requests to speak with RPh (Pharmacist) * Assistance with alternative medication information   **Note:** CCRs should leverage all available resources for providing the member with alternative medication information and exhaust all options before reaching out to the Clinical Care team for further assistance.  **Note:** For a comprehensive list of examples and call types that should be conferenced with Clinical Care, refer to the Work Instruction. | **When to Use This Process:**  Use this process when receiving a call regarding Coverage Determination or Appeal request:   * **Coverage Determination (Prior Authorization or Exception) requests**   + - Start a new request (refer to [Compass MED D - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) as needed).     - Check the status of a request.       * **Note:** If the caller is authorized, then the CCR can [check the status (050015)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74e6ea18-d5de-4ba0-9529-5d452f814e93) in Compass. Transfer to Senior Escalation Team if further assistance is needed on the status, beyond the information that the CCR provides to the Beneficiary.     - Discuss the decision of a request. * **Appeal (Redetermination) requests**   + - Start a new request (refer to [Compass MED D - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff) as needed)     - Check the status of a request.       * **Note:** If the caller is authorized, then the CCR can [check the status (050015)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74e6ea18-d5de-4ba0-9529-5d452f814e93) in Compass. Transfer to Senior Escalation Team if further assistance is needed on the status, beyond the information that the CCR provides to the Beneficiary.     - Discuss the decision of a request. |

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**