### Compass MED D - Grievances Index

* Med D Care Work Instructions for completing and submitting a Grievance in Compass:
  + [Compass MED D - When to File a Grievance in Compass](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8895dffc-cf45-44d4-b795-c4d95f7bd555) (066741)
  + [Compass MED D - How to File a Grievance in Compass](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81) (066742)
  + [Compass MED D - Viewing Grievance History in Compass](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cf46f2f7-d40c-4c65-9155-a37d4075ca22) (066743)
* First Call Resolution Documentation Templates:

**Note:** These templates can also be used in **PeopleSafe**.

* + [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (Health Plans)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0e126cf2-ca19-4e62-b84f-72733e77b8b9) (066744)
  + [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (NEJE)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cb56c2af-d1ed-4e8a-a309-d0db70d8c751) (066745)
  + [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (SSI PDP, SSI EGWP, Aetna EGWP)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f5a139-be8a-493a-8155-3932709e086e) (068896)
* Clinical Care Services Work Instructions:

* + [Clinical Care Services - Grievances in PeopleSafe for Health Plans, JE (formerly MHK Fusion)](C:\\Users\\c506343\\Downloads\\TSRC-PROD-040886) (40886)
* For downtime procedures, refer to [Downtime Procedures](file:///C:\Users\c506343\Downloads\CMS-2-027110) (027110).

[Top of the Document](#_top)

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