**Compass MED D - Primary Grievance Reason: Customer Service**

[Process](#_Toc192233043)

[Related Documents](#_Toc192233044)

**Description:** Process for submitting a Grievance in Compass when the **Primary Grievance Reason** selected is Customer Service.

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| Process |

 Complete the following steps:

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| **Step** | **Action** | |
| **1** | Verify that you are starting from the **Customer Service Grievance Processing** screen.   * If you are at a different stage of the Grievance process, refer to the following work instruction for assistance: [Compass MED D - How to File a Grievance in Compass](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81). | |
| **2** | * Verify how many days supply the member has remaining.   How many days of medication do you have on hand?   * Select the applicable radio button: | |
| **If you select…** | **Then…** |
| **6+ Days (or Not Applicable)** | Proceed to the next step. |
| **1-5 Days** | Does the member have enough medication to last until the issue is resolved?   * If **Yes** is selected, proceed to the next step. * If **No** is selected, select the appropriate radio button for the **Bridge Supply Outcome**: * Bridge Supply Not Allowed * Bridge Supply Not Offered * Bridge Supply Offered and Accepted * Bridge Supply Offered but Not Accepted   Proceed to the next step. |
| **Member is out of medication** | Select the appropriate radio button for the **Bridge Supply Outcome**:   * Bridge Supply Not Allowed * Bridge Supply Not Offered * Bridge Supply Offered and Accepted * Bridge Supply Offered but Not Accepted   Proceed to the next step. |
| **3** | Verify the current **Order Status** and select the applicable radio button: | |
| **If you select…** | **Then…** |
| **Order in Process** | Proceed to Step 15 of [Compass MED D - How to File a Grievance in Compass (066742)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81) to continue the process of submitting the grievance. |
| **Order has Shipped** | Select the appropriate **Shipment Status**:   * Order is in Transit * Order was Delivered * No Tracking Available     Proceed to Step 15 of [Compass MED D - How to File a Grievance in Compass (066742)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81) to continue the process of submitting the grievance. |
| **No Order in Process** | Proceed to Step 15 of [Compass MED D - How to File a Grievance in Compass (066742)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81) to continue the process of submitting the grievance. |

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| Related Documents |

**Parent Document:** CALL-0048, [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

* [Compass MED D - How to File a Grievance in Compass (066742)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81)
* [Compass MED D - When to File a Grievances in Compass (066741)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8895dffc-cf45-44d4-b795-c4d95f7bd555)
* [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)

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