**Compass MED D - Primary Grievance Reason: Drug Coverage**

[Process](#_Toc195620167)

[Related Documents](#_Toc195620168)

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

|  |
| --- |
| Process |

 Complete the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Verify that you are starting from the **Drug Coverage Grievance – Related Claims/Drugs** 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 (066742)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1bfd5ce-4c26-4dbb-a851-188f548bdf81). | |
| **2** | Click the checkbox next to each **Rx Number** that is associated with the grievance, then click **Next**.    **Notes:**   * Compass is dynamic; depending on what the grievance is related to, Mail, Retail, or Specialty claims will display. * Use the **Additional Drug Name(s)** text field to add additional drugs.   **Result:** The Drug Coverage Grievance Processing screen displays. | |
| **3** | Determine if the medication requires a Coverage Determination/Prior Authorization? | |
| **If…** | **Then…** |
| Yes | * Select the **Yes** radio button.      * Verify if the PA/Coverage has been approved.   + If approved, select the **Yes** radio button.   + If not approved, select the **No** radio button. * Proceed to the next step. |
| No | Proceed to the next step. |
| **4** | Indicate if you ran a test claim. | |
| **If…** | **Then…** |
| Yes | * Select the checkbox next to **I ran a test claim**. * Indicate if the Test Claim **Paid** (accepted) or **Denied**. * Proceed to the next step. |
| No | Proceed to the next step. |
| **5** | 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...** | **Then...** |
| **6+ Days (or Not Applicable)** | 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. |
| **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 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. |
| **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 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. |

[Top of the Document](#_top)

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

[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**