**Compass MED D - Primary Grievance Reason: Pharmacy Lookup**

[Process](#_Toc165839609)

[Related Documents](#_Toc165839610)

**Description:** Describes the process for submitting a Grievance in Compass when the **Primary Grievance Reason** selected is Pharmacy Lookup.

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| Process |

Complete the following steps:

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| **Step** | **Action** | |
| **1** | Verify that you are starting from the **Pharmacy List** screen after clicking **Next** on the General Grievance Information screen. The Pharmacy List displays:   * Frequent Pharmacy * Recent Pharmacies * Nearby Pharmacy * Find Another Pharmacy (search option if not listed)   Educate the caller on any pharmacy listings if needed, then click **Next**.  **Result:** The Pharmacy Lookup Grievance Processing screen displays.    **Note:** 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** | Answer the question: “Did you provide the list of pharmacies?” | |
| **If…** | **Then…** |
| Yes | * Select the **Yes** radio button. * Proceed to the next step. |
| No | * You can click the **Previous** button to return to the Pharmacy List. * If the caller does not want to hear a list of pharmacies, select the **No** radio button. * Proceed to the next step. |
| **3** | 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) (066744)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0e126cf2-ca19-4e62-b84f-72733e77b8b9)
* [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (NEJE) (066745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cb56c2af-d1ed-4e8a-a309-d0db70d8c751)
* [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (SSI PDP, SSI EGWP, Aetna EGWP) (068896)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f5a139-be8a-493a-8155-3932709e086e)

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