# Compass - Entering an Override When a Prior Authorization is on File

[Entering an Override When a Prior Authorization is on File Process](#_Toc206152600)

[Related Documents](#_Toc206152601)

**Description:** Process for entering an override when there is a Prior Authorization for the medication already on file by duplicating the PA as it appears in the Override History.

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| Entering an Override When a Prior Authorization is on File Process |

**Notes:**

* Check the CIF for special instructions before entering the override.

 If PA Layering prevents edits to an override, the following message will display: “Client has Override/PA Layering, edits may not apply based on this Reason Code;” review the CIF and announcements in the Source prior to contacting [Senior Team using Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) for assistance.

* For EGWP or Dual Demo Accounts - Edit(s) that are needed to the override **must** be made prior to applying to the secondary account, otherwise the edit(s) will have to be made to the secondary account separately.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, from the **Claims** tab, locate the rejected claim in the **Claims** table. Navigate to the **Claim** **Status** column and click **Rejected**.  **Reminder:** Ensure your Claims tab filters are set to allow the type of claim you need.    **Result:** TheOverride details window displays. | |
| **2** | Make note of the **ID** number and close the window.  **Note:** This ID number is how the PA that is currently covering the medication appears in the Override History section. | |
| **3** | Click **Override/PA History** button on **Quick Actions** of the Claims Landing Page to display the **Override History**. | |
| **4** | Locate the correct Override ID in the **ID column**, then click the **Row Level Action** drop-down arrow on the far right, and select **Duplicate** to duplicate the PA.      **Results:**   * Duplicate Override ID screen displays. * Override is duplicated and allows Override Reason to be selected. | |
| **5** | Choose the appropriate **Override Reason** from the dropdown menu.  Refer to [Compass – Override Reference Table (061701)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=922592a2-b585-40da-9acb-f128fed94c62) for more information about override reasons.    **Result:** Duplicate an Override window displays. | |
| **6** | Click **Yes**.  **Result:** Override is duplicated and the following confirmation banner displays: **<#> Overrides has been created successfully**. | |
| **7** | Without closing the PA/Override tab, return to the Claims Landing page, and run a test claim to ensure the claim will now accept. | |
| **If…** | **Then…** |
| Claim accepts | Proceed to the next step. |
| Claim Rejects | Return to the duplicated override and edit fields as needed. Refer to [Compass – Override Reference Table (061701)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=922592a2-b585-40da-9acb-f128fed94c62).   * If additional edits were made to the override, click **Save Changes**, located in the top right corner. |
| **8** | In the **Select a reason for editing the override** dropdown, select the appropriate reason for editing, then click **Save Change**.    For applying override to secondary coverage (EGWP, Wraps, and Dual Demo accounts), refer to [Compass – Override for Secondary Coverage (061700)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5f2957c-56aa-435c-a83a-5e9e59d62c8c).  **Result:** The Override History screen displays, and override(s) are viewable in the list.  **Tip:** Filter by Last Update to quickly view recent overrides. | |
| **9** | Proceed according to the type of claim:   * **Retail Claims:** Advise the caller to have the pharmacy resubmit the claim. * **Mail Order Claims:** Refer to [Compass - Plan Benefit Override (PBO) and Early Refill at Mail Order (061702)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f90d2d18-98d1-4ba4-b8c1-9138922c065d) and proceed to enter Early Refill at Mail Order. | |

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| Related Documents |

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

[Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f)

[Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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