# Compass - Reviewing Prescriptions and Orders the Member Accessed / Placed From the IVR

[When an Rx Is Accessed in the IVR](#_Toc189663028)

[When an Order Is Accessed in the IVR](#_Toc189663029)

[Reviewing an Order Placed via the IVR](#_Toc189663030)

[Related Documents](#_Toc189663031)

** Description:** Provides CCRs information for handling member calls transferred from the IVR where the member has accessed a specific prescription or order, including orders placed via the IVR.

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| When an Rx Is Accessed in the IVR |

When using the IVR, members have the option to indicate they are calling about a specific prescription. The IVR will then transfer the call to the CCR.

To review an Rx accessed in the IVR, perform the following steps:

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| **Step** | **Action** | | |
| **1** | Authenticate the call using the Guided Authentication, then click the **Continue** button.    **Result:** If the member has accessed at least one Rx in the IVR, the following popup displays:    **Notes:**   * Once this popup is closed, it can be accessed again through the **Rxs Accessed in IVR** link in the **Quick Actions** panel on the Claims Landing page. * If the **Rxs Accessed in the IVR** hyperlink in the **Quick Actions** panel is disabled, the system did not capture an order through the IVR. | | |
| **2** | Review the **Order Completed?** field located below the Rx table and proceed depending on whether an Order was placed by the member via the IVR. | | |
| **If the Order Completed? field indicates…** | **Then…** | |
| Yes | Proceed to the [Reviewing an Order Placed via the IVR](#_Reviewing_an_Order) section below. | |
| No | Proceed to the next step. | |
| **3** | Verify the order status with the caller:  An order was started through the automated system but not completed. Would you like to proceed with placing the order? | | |
| **If the caller…** | | **Then…** |
| Needs more information regarding the prescriptions in the popup | | Click the relevant **Rx #** hyperlink.    **Result:** The Prescription Details screen displays on the Claims Landing Page. |
| Wants to proceed with the order | | Click the **Refill Rx** button.    **Result:** The **Mail Rx** tab displays. The prescription(s) from the popup will be pre-selected and ready for refill:    Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) as needed. |
| Does NOT want to proceed with the order | | Click the **Close** button.    **Note:** Once this popup is closed, it can be accessed again through the **Rxs Accessed in IVR** link in the **Quick Actions** panel on the Claims Landing Page. |

[Top of the Document](#_top)

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| When an Order Is Accessed in the IVR |

When using the IVR, members have the option to indicate they are calling about a specific order. The IVR will then transfer the call to the CCR.

To review an order accessed in the IVR, perform the following steps:

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| **Step** | **Action** |
| **1** | Authenticate the call using the Guided Authentication, then click the **Continue** button.    **Result:** If the member has accessed an order in the IVR, a message appears above the **Quick Actions** panel: “Caller accessed order in IVR #<Order Number>.” |
| **2** | Click the **Order #** hyperlink to access the Order Details of the order mentioned in the messaging.    **Note:** Clicking the **X** on the message or moving to another tab will dismiss the messaging (e.g., If you click a link the Quick Actions panel, the IVR messaging will be dismissed).  **Result:** The Order Details screen displays:    Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) as needed. |
| **3** | Proceed to assist the member. |

[Top of the Document](#_top)

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| Reviewing an Order Placed via the IVR |

The system will indicate if an order was started in the IVR. The pop-up box will display the completion of the order.

To review refills started in the IVR, perform the following steps to ensure the refill has successfully been placed:

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| **Step** | **Action** | |
| **1** | Authenticate the call using the Guided Authentication, then click the **Continue** button.    **Result:** If the member placed an order via the IVR, the following pop-up displays with the **Order Completed?** field indicating **Yes**: | |
| **2** | Verify the order status with the caller:  Your order was successfully completed through the automated system. Do you need additional information on the order? | |
| **If the caller…** | **Then…** |
| Needs more information regarding the prescriptions in the popup | Click the relevant **Rx #** hyperlink.    **Result:** The Prescription Details screen displays on the Claims Landing Page. |
| Needs more information or would like to edit or cancel the order in progress | Click the **View In-Process Orders** button.    **Result:** The **In Process Orders** screen will display. Refer to [Compass - Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02) as needed for editing for a short period of time (within 1 to 15 minutes). |
| Does NOT need additional information | Click the **Close** button.    **Note:** Once this popup is closed, it can be accessed again through the **Rxs Accessed in IVR** link in the **Quick Actions** panel on the Claims Landing Page. |

[Top of the Document](#_top)

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| Related Documents |

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

[Top of the Document](#_top)

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