# **Com****pass - Adding/Maintaining State ID on a Member’s Profile for Controlled Substances (CS) in Kentucky**

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**Description:** There is a growing desire with state, local, and federal governments to get a better understanding of how we as an industry are dispensing controlled substances and how consumers are receiving them. This process will ensure we comply with applicable laws when dispensing C2-C5 drugs, as they are put in place.

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| **General Information** |

When dispensing C2-C5 drugs, laws may require a member to provide his or her Social Security number, for example.

**Note:** Kentucky is the only state with this requirement.

* Kentucky requires the member’s Social Security number.

Participant Services will reach out to members who need to provide additional identification to fill a Controlled Substance prescription. The member will be instructed to contact Participant Services with that information. However, if the member calls into Care, we can input their ID information into the Patient Profile on Compass.

**Note:** There is no need to contact Participant Services once the member’s information is input into the system. The system will update and the order will be released.

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| **Process** |

Follow the process below to input member ID information into the **Mail Order Profile** in Compass.

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| **Step** | **Action** |
| **1** | From the **Member Snapshot** landing page, click the **Mail Order Profile** tab, then click the **State ID Controlled Substance** hyperlink.    **Notes:**   * If the member has ID information on file, part of the ID number will be visible in the **ID** field.   For **Externally Adjudicated Members** the following Quick Actions will be disabled:   * Accumulations * Benefits * Pharmacy Search * View Claims Across Carriers   For more information on Externally Adjudicated Members refer to [Compass – Externally Adjudicated Member (Identify, Test Claims, New Rx, and Refills) (066771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ca3ec756-d18c-4dfd-b0c3-f1cbcdf62f13), as needed.    **Result:** State ID screen displays. |
| **2** | If the member profile does not have a State ID, the system will return **No Records Found**. To add a State ID, click the **Add** button.    **Result:** The **Add State ID** pop-up box displays. |
| **3** | Select the **ID Type** and **State** from the drop-down menus. |
| **4** | Type the ID number in the **ID** field and the ID’s expiration date in the **Expiration Date** field.  No expiration date is required when entering a Social Security number.  **Notes:**   * **For the State of Kentucky**, the member will need to provide a Social Security Number; otherwise the order **will not** process. * The ID number provided must be for the person who the prescription is for except in the case of a minor or disabled dependent. * Agent will only be able to view last four numbers of the Social Security Number once it is entered. |
| **5** | Click **Add**.  **Result:** The Member’s State ID information will be updated. |

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| **Related Documents** |

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

**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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