# Compass - Medication Recall and Replacement

[Process](#_Toc133849523)

[Related Documents](#_Toc133849524)

**Description:** Process for handling member inquiries about a product being recalled from the market, including when a member requests to return a prescription that has been identified as a Manufacturer or Drug Recall.

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| Process |

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page in Compass, navigate to the **Mail Order History** tab and verify that the medication was filled at our Mail Order Pharmacy.   * If the prescription was filled at Mail Order, proceed to Step 2. * If we did not fill the prescription, advise the member to contact the pharmacy that filled the prescription.   **Note:** If the member is not satisfied with this response, offer to warm transfer the member to their retail pharmacy. | |
| **2** | Review Corporate Communication specific [Recent Talk Tracks (026403)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc3c288a-8591-4a80-aded-f31261961738) added in the last 60 days for the product in question. | |
| **If…** | **Then…** |
| Information for the product recall is not available | Inform the member as follows:  I am unable to verify if this medication has been recalled, let me transfer you to Clinical Care Services to verify.  **CCR:** Resolve outstanding issues before warm transferring the caller to [Clinical Care Services (CCS) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) to verify if a recall has been issued regarding the medication in question. |
| * The member wants information beyond what is available in theSource Recent Talk Tracks,   or   * The member is asking about replacing/returning the medication | Resolve outstanding issues before warm transferring the caller to [Clinical Care Services (CCS) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |

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

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