# Compass - Identifying Controlled Substances

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**Description****:** This document will show how to identify controlled substances from the different screens and function within Compass.

**Note****:** Any hyperlink with **Drug Name/Strength** will direct the agent to the Drug Details page and displays the DEA Class, C2-C5 or Not Applicable.

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| Claims Landing Page |

To view if the claim is a controlled substance on the Claims Landing Page, perform the following actions:

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| **Step** | **Action** |
| **1** | From the Claims Landing page, click the **Rx #** hyperlink.  **Result:** The Claim Details screen displays. |
| **2** | From the **Prescription Details** tab, locate the **Controlled Substance** field.   * If the prescription is a controlled substance, “C2-C5” displays. * If the prescription is NOT a controlled substance, “Not Applicable” displays. |

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| Mail Order History |

To view if the claim is a controlled substance on the Mail Order History tab, perform the following actions:

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| **Step** | **Action** |
| **1** | Click the **chevron** next to the **Order Number** hyperlink to display the prescriptions associated with the order. |
| **2** | Click the **Rx #** hyperlink.  **Result:** The Claims Details screen displays.   * If the prescription is a controlled substance, C2-C5 displays. * If the prescription is NOT a controlled substance, Not Applicable displays.   **Note:** The controlled substance field is on both the **Quick View** and **Prescription Details** tabs. |

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| Mail Rx and New Rx Request |

To view if the Rx is a controlled substance on the **Mail Rx** tab or within the **New Rx Request** hyperlink, perform the following actions:

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| **Step** | **Action** |
| **1** | From the **Mail Rx** tab or within the **New Rx Request** hyperlink, click the **Drug Name/Strength** Rx hyperlink.  **Result:** The **Drug Details** tab opens.    **From the Mail Rx Tab**    **From the New Rx Request Hyperlink** |
| **2** | Locate **DEA Class** within the Drug Details section.   * If the prescription is a controlled substance, “C2-C5” displays. * If the prescription is NOT a controlled substance, “Not Applicable” displays. |

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| Test Claim |

To view if the Rx is a controlled substance while performing a Test Claim, perform the following actions:

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| **Step** | **Action** |
| **1** | From Claims Landing page, click Create Test Claim    **Note:** Any hyperlink with **Drug Name/Strength** will direct the agent to the Drug Details page and displays the DEA Class (C2-C5 or Not Applicable).      Then click Find Drug.  **Result:** The Find a Drug screen displays. |
| **2** | Enter the prescription name in the **Drug Name** field, click **Find.**  **Result:** Drug Code Results displays. |
| **3** | Locate the Schedule column.   * If the prescription is a controlled substance, C2-C5 displays. * If the prescription is NOT a controlled substance, Not Applicable displays. |
| **4** | Click the **NDC#** hyperlink to add the desired prescription to the **Test Claims to Run** table.  **Result:** The prescriptions populates to the **Test Claims to Run** table. The Schedule Class displays on the **Test Claims to Run** table. |

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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)

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