# Compass – Editing a Specialty Pharmacy Lock PBO

[Editing Specialty Pharmacy Lock to PBO](#_Toc207275441)

[Related Documents](#_Toc207275442)

**Description:** Steps to take after entering a Specialty Retail Lock Out Override to edit the override. This is necessary to complete the override and allow the claim to pay.

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| Editing Specialty Pharmacy Lock to PBO |

This section provides instructions for editing specialty pharmacy lock edits to a PBO (Plan Benefit Override).

Review the CIF before entering the edit on ANY PBO.



The override must be entered first before the Specialty Pharmacy Lock field can be updated.

After completing the override, perform the following steps to process the remaining edits on the PBO:

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| **Step** | **Action** | |
| **1** | After entering the override for **Specialty Retail Lock Out**, in the **Override Results** screen, the **Test Claim Status** will show Denied. The claim will reject for R6. Click **Finish**.    **Result:** Override/PA Historyscreen displays. **Note:** If **the Override/PA History** screen does not display, navigate to the Override/PA History screen. | |
| **2** | Click on the **ID** hyperlink of the override that needs the Specialty Pharmacy Lock override edited.    **Result:** Override Details screen displays. | |
| **3** | Navigate to the **Provider/Pharmacy Restrictions** tab in the **Requires Special Handing** section of the screen. | |
| **4** | Enter the Pharmacy NPI/NCPDP or use the magnifying glass to search for the pharmacy. Once NPI/NCPDP has been entered, click the **Include** radio button.  Refer to [Compass - Claims Landing Page (049993)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c8f0ac8f-b076-4187-944d-2cf65b0ec799) to find where to locate the Pharmacy NPI/NCPDP in the Pharmacy Details screen as needed. | |
| **5** | Click **Save Changes** at the top of the Override Details screen.  **Result:** Reason for Editing pop-up appears. | |
| **6** | In the **Select a reason for editing the override** dropdown, select the appropriate reason for editing and click **Save Change**. **Result:** Update was successfully applied message appears. | |
| **7** | Run a test claim. | |
| **If Test Claim…** | **Then…** |
| Does not accept | * Confirm that previous edits were input correctly, and you are running the test claim at the correct pharmacy. * Once you confirm, run another test claim. If the override continues to reject, contact Senior Team. |
| Accepts | Add any applicable notes to the account and advise the caller to contact the pharmacy to reprocess the claim. |

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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)

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

**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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