# Compass – Override for Secondary Coverage

[Secondary Coverage Guide](#_Toc201653168)

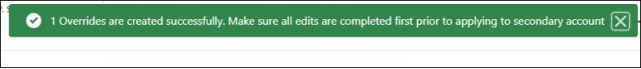
[Process](#_Toc201653169)

[Related Documents](#_Toc201653170)

**Description:** Additional steps to apply an override to a secondary plan when the member has EGWP, Wrap, and/or a Dual Demo account.

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| Secondary Coverage Guide |

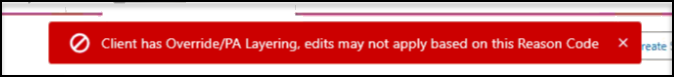
If secondary coverage exists on the account, the following banner displays: Review the CIF for any specific instructions regarding overrides.



For EGWP, Wraps, and Dual Demo accounts, overrides will need to be applied to the secondary account.

**Reminder:** If you create the override and need to edit it after it has been applied to both accounts, you will need to navigate to the secondary account to manually edit the override there as well. Refer to the [Override Reference Table (061701)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=922592a2-b585-40da-9acb-f128fed94c62) to review which flags need flipped for the override you are entering.

* If attempting to edit (flip flag) and a red banner message displays “Client has Override/PA Layering, edits may not apply based on this Reason Code.,” review the CIF and announcements in theSource. If no specific direction, contact Senior Team for further assistance. Refer to [Compass MED D - When to Transfer Calls to the Senior Team (062944).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7)
  + This red banner messages appears when a client has PA Layering. If no edits are made on the override and only notes have been entered on the override, proceed as normal.



**Note:** There may be occasions where a PBO is entered **only** on the secondary account.

* Medication is not covered under Med-D
* Medication only covered under WRAP
* Medication is only covered under secondary and not primary

If it is determined an override needs to be added to the secondary account only, close out of the primary account and navigate to secondary account to enter the override.

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| Process |

Complete the following steps:

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| **Step** | **Action** |
| **1** | From the **Override History** screen, locate the Override ID in the **ID column**, then click the **Row Level Action** drop-down arrow on the right. |
| **2** | Select **Apply to Secondary** **Account** to apply the override to secondary coverage.    **Result:** The Apply to Secondary Accountwindow displays. |
| **3** | Click **Apply**.  **Note:** If client specific Notes are required, enter them in the **Authorized Notes** field first.    **Result:** A banner displays that reads: Override was successfully applied to the secondary.    If banner displays "Error occurred on Secondary Account update, verify override on secondary account,” navigate to secondary account to ensure override was correctly applied. If updates need to be made, please contact Senior Team to have the override updated. Refer to [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). |
| **4** | Advise the pharmacy to resubmit the claim.   * To void, refer to [Compass - Voiding an Override (050045)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=88d16b41-cb0d-45e0-86d6-6bd27d559377). |

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| Related Documents |

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

**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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