# Compass - Quantity vs. Time (QVT) Override

[Quantity vs Time (QVT Override)](#_Toc171665867)

[Related Documents](#_Toc171665868)

**Description:** Additional information on how to determine if a QVT override is appropriate vs. a Prior Authorization. It also includes additional steps to take to enter a QVT override.

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| Quantity vs Time (QVT Override) |

When the member is filling the quantity allowed by the plan, but due to previous fills the system rejects due to an attempt to fill more than the allowed quantity in a specific period of time, a QVT Override may be able to be added to get them the full supply.

**Example of when QVT Override is appropriate:**

* Member was getting 30DS at a time at a retail pharmacy and needs a 1-time override to allow them to fill 90DS per plan requirements (MChoice or other Maintenance program, moving to Mail Order, etcetera). This is used to get the member “back on track.”

**Example of when QVT Override is NOT appropriate:**

* The member needs to take 90 tablets in 90 days, but the plan only allows 18 tablets every 75 days per test claim. A QVT Override is not appropriate. Assist member with a Prior Authorization.

Ifthe member needs more than a **1-time override** to get back on track, a QVT Override is **NOT** appropriate. Instead, a [Prior Authorization (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c) is needed.



Perform the following steps to process the remaining edits on the PBO:

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| **Step** | **Action** |
| **1** | Verify if an override has already been entered on the account for the medication in question.   1. If an override has been entered, continue to Step 2. 2. If an override has not been entered, refer to the appropriate override process [Retail (061703)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c603121d-bba5-4ec2-97ab-5b047f1c3ab1) or [Mail Order (061702)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f90d2d18-98d1-4ba4-b8c1-9138922c065d) to enter the override.    * Then continue to Step 2. |
| **2** | Locate the override in the **Override/PA History** screen and click the override **ID** to edit the details.    **Result:** The Override Details screen displays. |
| **3** | Navigate to the **Requires Special Handling** section and click the **Range Data** tab. |
| **4** | Enter the Drug Quantity that the member is currently trying to fill on the **Maximum** line. |
| **5** | * Click the **Drug Limitations** tab. **Result:** The Drug Limitations screen displays. * In the Drug Limitations screen, complete the following information in the quantity field:   + **Type:** Select D-Specified Days.   + **Days:** Number of days that the plan looks back for utilization. This is usually 25 or 75 days and can be verified by the Rejection Settlement description.   + **Maximum:** Quantity that the member is filling today **plus** the quantity that the member has filled during the look back period.   **Example:** Plan allows 18 tablets every 75 days, member has already received 12 tablets in the current 75-day period. Enter 30 (18+12= 30). If the member needs more, refer to [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c).   * + - For assistance on calculating QVT date ranges, you can also use the MS Windows Calculator app. Refer to [QVT Calculator (002979)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=88d0ab80-9987-4daa-a124-bb82a8d5b933). |
| **6** | Click **Save Changes** at the top of the Override Details screen.  **Result:** Reason for Editing pop up appears. |
| **7** | * Select the appropriate reason for editing in the **Select a reason for editing the override** dropdown. * Click **Save Change**.   **Result:** Message appears update was successfully applied. |
| **8** | After completing the override, always run a test claim to determine that the claim will pay.   * If test claim pays correctly, advise the claim needs to be reprocessed. * If test claim does not pay:   + Confirm that previous edits were input correctly, and you are running the test claim with the correct quantity and days’ supply.   + Run another test claim. If override continues not to work, contact [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). |

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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/" \l "!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f)

[Compass - Dosage Calculator (049981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=48890281-24de-4328-8cf9-40a84eda864c)

**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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