# Compass – SCC Override at Retail

[SCC Overrides](#_Toc195695371)

[SCC Overrides Scenario Guide](#_Toc195695372)

[Related Documents](#_Toc195695373)

**Description:** Steps to determine if a SCC code may be used at the pharmacy. SCC codes should be attempted first, if available, before entering an override for a retail prescription.

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| SCC Overrides |

**Notes:**

* SCC Overrides are only appropriate for Retail claims.
* SCC Overrides are the preferred option for plans that allow them.
* SCC Overrides are only available for the following overrides (All options may not be available on all plans. Refer to the CIF.):
  + Vacation
  + Lost/Stolen/Damaged
  + Dosage Change
  + Disaster/Emergency (due to a government issued state of emergency)  
    **Note:** Disaster/Emergency SCC Codes do not display in the SCC Code link. These are plan specific, refer to the CIF.

 Ensure the correct member profile is selected in the **Member Details** panel before entering the override.

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Navigate to the Claims Landing Page, **Quick Actions** menu and select the **SCC Overrides** link.      **Result:** SCC Overrides screen displays.    **Notes:**   * For additional ways to view SCC Override information and view other pop-ups that may display depending on the Client, refer to the SCC Overrides [Scenario Guide](#_SCC_Overrides_Scenario). * The SCC overrides pop-up that displays is determined by how the client is set up for SCC codes. If the pop-up advises to check availability via reject claim or states that “SCC not available for this client”, refer to the SCC Overrides [Scenario Guide](#_SCC_Overrides_Scenario). | |
| **2** | Review the **SCC Overrides** screen.  **Notes:**   * The **View** hyperlink located in the Claim(s) column will display claims adjudicate with a specific SCC Override in a separate pop-up. * If one of these codes are input but the system has previously used all allowed occurrences, the claim will reject. | |
| **If the SCC Override Screen indicates…** | **Then…** |
| There are no remaining SCC Overrides in the **Remaining** column | Check the **CIF** for any additional overrides available.   * If available, enter the appropriate override per the **CIF**. Refer to [Compass – Plan Benefit Override (PBO) at Retail (061703)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c603121d-bba5-4ec2-97ab-5b047f1c3ab1). * If not available, inform the caller that the override is not available. |
| SCC overrides are **Allowed** in the **Allowed** column   * If the member is calling and they are not at the pharmacy, ask to place them on hold while you call the pharmacy. * If the member is at the pharmacy and can provide the information to them, explain the steps that should be taken by the pharmacy | * Provide the SCC to the pharmacy and advise them to resubmit the claim. * Stay on the line until the claim pays. Refresh Claims Tab to verify paid claim is showing on our side.   + If a paid claim is received continue with the call flow and any additional concerns the member may have.   + If a rejected claim is received, continue to [A Rejected Claim is received when an SCC code used](#RejectedClaimReceivedSCCCodeUsed). |
| A Rejected Claim is received when an SCC code used | * 1. Verify if member override limit exceeded (Allowed = Used).   2. Verify if Client does not support SCC codes (Reject 8R).   3. Verify if SCC Code used and resulted in an additional reject code: * 7X – Max Day supply – Refer to [Compass – 7x Rejection (061707)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fea6203a-ff9d-4030-9a2f-5f009243fbb2). * 78 – Review process for drug cost maximum.   **Note:** Code used on other reject code (76, 19, 70) not eligible. Follow current process based on reject message.   * 1. Verify if Incorrect SCC code used based on override request (**Example:** 05 used for VA) Provide valid code and resubmit. * If the SCC code is allowed, has been entered correctly, and is not working properly, contact Senior Team.   If the pharmacy is not answering their phone (refer to your supervisor for how long it is acceptable to hold), provide the Submission Clarification Code (SCC) to the member. Advise the member to have the pharmacy run their medication with that code. The pharmacy may call us directly for assistance inputting the code if needed. |

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| SCC Overrides Scenario Guide |

Refer to the following scenarios as needed:

* [The Client is set up for NDC or GPI SCC and the SCC Overrides hyperlink is clicked from the Quick Actions panel on the Claims Landing Page](#ClientSetupNDCorGPI)
* [The Client is not set up for SCC Overrides and the SCC Overrides hyperlink is clicked from the Quick Actions panel on the Claims Landing Page](#ClientNotSetupForSCC)
* [Check SCC availability via rejected claim on the Claims table](#CheckClaimsTable)
* [Check SCC availability via rejected claim from the Claims tab](#CheckClaimsTab)

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| **Scenario** | **Action** |
| The Client is set up for NDC or GPI SCC and the SCC Overrides hyperlink is clicked from the **Quick Actions** panel on the Claims Landing Page | A popup displays the following message: “Check SCC availability via rejected claim.” |
| The Client is not set up for SCC Overrides and the SCC Overrides hyperlink is clicked from the **Quick Actions** panel on the Claims Landing Page | A popup displays the following message: “SCC not available for this client.” |
| Check SCC availability via rejected claim on the Claims table | From the **Claims** tab on the Claims Landing Page, click the **Row Level Action** drop-down arrow for the rejected claim. Select **View SCC Overrides**.  **Note:** The “View SCC Overrides” selection is enabled only for claims with reject code 79 and when the rejected claim is for the member in session. |
| Check SCC availability via rejected claim from the Claims tab | From the **Claims** tab on the Claims Landing Page, click the applicable **Rx number** hyperlink.  **Note:**The View SCC Overrides button is enabled only for claims with reject code 79 and when the rejected claim is for the member in session.      **Result:**The **Claim Details**tab displays. Click the **View SCC Overrides** button. |

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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)

[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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