# Compass – 7x Rejection

[7x Rejection Process](#_Toc200364308)

[Related Documents](#_Toc200364309)

**Description:** Steps to confirm if a medication has a 7x rejection, if an override is appropriate, and then how to enter the override.

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| 7x Rejection Process |

 A 7x rejection must be present on the claim to enter a 7x override.

 This process does not replace the CIF. If the CIF does not mention the 7x rejection, the client does not allow it. The CIF should always be reviewed before entering any override.

**Note:** Check the CIF to see if the override reason is allowed by the plan. If it is not allowed by the plan, a 7x override should not be entered.

**Example:** The member is calling for a lost medication override; the member has already received a lost medication override for the medication in question. The plan only allows for 1 lost medication override per year per medication; the 7x override should NOT be entered.

 It is **CRITICAL** that every agent must comply with the PBO requirements and follow the CIF’s directions on entering this override!

Perform the following steps to enter a 7x rejection PBO (Plan Benefit Override):

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| **Step** | **Action** | | |
| **1** | Locate the Rx with the 7x rejection on the Claims table and click the **Drug/Name Strength** hyperlink.    **Result:** Drug Details screen displays. | | |
| **2** | Locate the **Medi****Span Drug Group** field and determine the drug group type. | | |
| **If the prescription is…** | **Then…** | |
| * Opioid * Sleep agent * ADHD medication | Submit a PBO Support Task.   * If the call becomes escalated, contact the Senior Team. | |
| **Not** within any of the listed categories. | Proceed to next step. | |
| **3** | Research and ask probing questions to determine if the member should still have enough Days’ Supply on hand.  Examples of research/probing questions:   * Why did the medication reject? * Did the member have a dosage change? * Did the member previously have a lost, stolen, or damaged medication override? * Did the member have any other override that would have allowed them to fill the prescription early? * What does the messaging on the 7x rejection reason state?     **Notes:**   * Look back periods are typically 180 days. Ensure you research the last 6 months to see why the prescription may be rejecting. Refer to the CIF for more information. * If the caller expresses concern, explain to the caller that the Cumulative Refill Too Soon rejection will occur when prescriptions are continuously refilled too early over an extended period of time. | | |
| **If…** | **Then…** | |
| Based on your research the member should still have medication on hand | Override is denied, do not proceed.  Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). | |
| Based on your research the member does not have enough on hand, but the reason for the need is not appropriate per the CIF. **Examples:**   * You determine the reason member needs the medication is because they lost their atorvastatin earlier in the year. * The reason the member needs a 7x override is they lost the medication again (NOT because of that same lost incident, but a new lost incident for that medication). * The CIF states that the member is only allowed 1 lost medication override per plan year per medication. | Override is denied, assist member with other options/solutions.  Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). | |
| You confirm override is valid:  **Examples:**   * Members medication was lost/stolen/damaged and does not have enough remaining due to the system believing that medication should still be on hand. * Member had a dosage change and does not have enough of the correct dose. * Member was part of a government announced state of emergency and cannot get to their medication safely. | Continue to next step.  If the reason the member does not have enough is due to a plan limitation, such as they need more quantity than the plan allows, an override is **not** appropriate, assist member with appropriate options/solutions. | |
| **4** | Click on the **Create Override/PA** hyperlink in the **Quick Actions** panel on the **Claims Landing Page**.    **Result:** Create Override/PAscreen displays. | | |
| **5** | Click the checkbox of the claim associated with the 7x rejection.    **Notes:**   * If the claim is at a Retail Pharmacy, edit the expiration date to make the override effective for 3 days. (**Example:** 08/25/2023 - 08/27/2023) * For Mail Order, no edit to the expiration date is required. | | |
| **6** | From the **Create Override** screen, change the fields to the following selections:   * For Override Reason, U1-Quantity Duration. * Ignore PA Status, Y-Yes * Agent, A-Administration    7X PBOS MUST BE ENTERED BY NDC.  **The Create Override/PA should look like the following image:** | | |
| **7** | In the **Authorized Notes** field put the reason you entered the override, and how much medication the member has on hand, then click **Apply**.  **Example:** Member had lost med PBO in July, has 0 days on hand. | | |
| **8** | Review the **Override Results** screen and proceed based on Override Status and Test Claim Status. | | |
| **If…** | | **Then…** |
| The override is denied and/or the test claim status is denied. | | Review [Step 6](#Step6) and ensure you have edited the fields as listed.   * If the fields are displaying correctly, **DO NOT** make additional changes, contact Senior Team. |
| The override is accepted. | | Click **Finish** and proceed to next step. |
| **9** | Proceed according to the type of claim:   * **Retail Claim:** Advise the caller to have the pharmacy reprocess the claim. * **Mail Order Claim:** Assist the member with an [Early Refill at Mail Order (061702)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f90d2d18-98d1-4ba4-b8c1-9138922c065d). | | |

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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/" \l "!/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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