# Compass - Alleged Switched Labels on Medication

[Process](#_Toc152235893)

[Resolution Time](#_Toc152235894)

[Related Documents](#_Toc152235895)

**Description:** Process a Customer Care Representative should follow when a member calls to report that labels on medications received are switched.

|  |
| --- |
| Process |

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Obtain the prescription number(s) of the medication in question. |
| **2** | Obtain the following information from the **Claims Landing Page**:   * Order Number from Mail Order History tab * Pharmacy Name from Claims tab * Ship date from Claims tab |
| **3** | From the **Mail Order History** tab in the **Claims Landing Page,** click on the Order Number. |
| **4** | Confirm the shipping address.   * If address is incorrect, refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906).   + If order is to be shipped to alternate address, indicate in upcoming task notes. |
| **5** | Verify that both medications were requested in same order. |
| **6** | Verify that all information on the labels is correct and the only error is that labels were switched. |
| **7** | Inform the member a USPS return label will be sent for the medications with the incorrect labels. |
| **8** | Obtain address and telephone number.   * If member requests, pick up may be done at alternate address. * If medication is a **controlled drug**, inform member a separate bag will be sent so both prescriptions can be sent back, and the prescriber will be contacted for approval prior to reshipping.   + Verify prescriber's phone number on the Claims tab in the Claims Landing Page.   + Obtain member's phone number and best time to call. |
| **9** | Confirm the number of Days’ Supply of medication the member has on hand.   * If days’ supply is limited, offer alternatives if allowed by the member's Plan Design. |
| **10** | Determine whether the member took the wrong medication.   * If yes, [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) call to a Clinical Counseling Pharmacist. Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   + Inquire if there is anything else you can assist with prior to transferring call.   + Introduce call to Pharmacist with complete details of the incident. * If No, request that medications be reshipped with correct labels. |
| **11** | Click Create Support Task.   * **Type:** Switched Labels on Medication * Complete all fields marked with and asterisk (\*).   Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) and [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98). |
| **12** | Include specific notes related to the situation in the Initial Task Notes section. |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

 Shipped within 3 business days.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049), [CALL 0011 Authenticate Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**