**Compass - Intervention Changebacks**

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**Description:** Instructions regarding prescriptions changed due to the Interventions process, and how to handle member requests for changing back to the original prescription for Compass.

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| **General Information** |



* Do **NOT** commit to an Intervention Changeback. Each request must be reviewed and approved by the Intervention Changebacks Team, a group within Clinical Care Services.
* Do **NOT** transfer the plan member to the Clinical Care Services if the order is still in process.Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8" \t "_blank) for order status codes, definitions, instructions, and talk tracks.
* Be proactive when possible.If a conversion is in process, suggested verbiage would be:  Your prescriber has been contacted for clinical questions regarding your medication. You may want to contact your prescriber if you have any concerns.

**Note:** Intervention Changebacks are honored if requested **within 6 months** of the ship date, with the ship date counting as Day 1.

* **DAW and MPP/CCM** (Dispense as Written and Managed Plan Program/Custom Care Mail) – There is a potential for full credit if Intervention Changeback requested within 60 days. From 60 days to 6 months, Intervention Changeback may still be possible, but no credit, mail tag or medication balance will be issued.
* **TIP** (Therapeutic Interchange Program) – This program is now a mandatory formulary switch, or some clients have a Prior Authorization (PA) option where the member can obtain the nonformulary drug with a PA.

**Note:** To switch back to a non-formulary drug, the member needs to have that PA option available for their benefit plan and the PA in place for a Changeback.

**Phone numbers and hours of operation:**

* **CCM/DAW/TIP Changebacks** 1-800-224-1193, Monday-Friday 7:00 am-6:30 pm CST and Saturday 7:00 am-4:30 pm CST

Do NOT call the regular Clinical Counseling line for Changebacks. Only the Intervention Changebacks teams can assist with these calls.

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| **Process** |

Perform the steps below for this process:

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| **Step** | **Action** | | |
| **1** | Navigate to the Claims Landing Page, then click the **Mail Order History** tab.    **Result:** Mail Orders within the default 90-day window display. | | |
| **2** | Locate the order number containing the Rx number of the switched medication; you can click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order.  Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).    **Result:** Order Status and Rx Status will display. | | |
| **3** | Click the **Order Number** hyperlink.    **Result:** The Order Details screen displays. | | |
| **4** | Click the **Alerts/Notes** tab, then click the **Rx Alerts** tab:    **Result:** The **Order Notes/Alerts** and **Rx Alerts** tabs display. | | |
| **5** | Determine type of intervention employed:   * DAW * CCM - Refer to [Custom Care Mail (CCM) - MP1, MP2, MP3 (039323)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4aede8ce-52ef-4266-8c5f-ac8ed8cd1342). * TIP | | |
| **6** | Inform the plan member of the specific change as outlined below: | | |
| **If…** | **Then…** | |
| **For Clinical Interventions:**   * **DAW** * **TIP** * **CCM** | 1. Inform the plan member that the PBM has contacted their prescriber’s office to authorize an appropriate substitution or alternate therapy regimen.   Do **NOT** commit to an Intervention Changeback. This determination will be made by the [Clinical Care Services Intervention Changebacks Team (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   1. Confirm that the plan member has received a letter regarding change and if it was understood.  * Verify the client’s plan design for any of the following:   + Mandatory Generic Substitution   + DAW cost differences   + Co-payment difference (Brand vs. Generic also preferred vs. non-preferred)  1. Inform plan member of all Plan Design Criteria. | |
| **If…** | **Then…** |
| Plan Member has any questions or concerns regarding the switched medication | Warm Transfer the call to the [Clinical Care Services Intervention Changebacks Team (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| After Hours | Advise the member to call back during normal business hours and choose option 1 or 2.    **Phone numbers and hours of operation:**   * **CCM/DAW/TIP Changebacks** 1-800-224-1193, Monday-Friday 7:00 am-7:00pm pm CST and Saturday 7:00 am-4:30 pm CST     Do NOT call the regular Clinical Counseling line for Changebacks. Only the Intervention Changebacks teams can assist with these calls. |
| Member did not receive a letter | View the information in Communication History.   * If the information is not located in Communication History, contact the [Clinical Care Services Intervention Changebacks Team (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) to obtain verification. |
| Member is calling about reduced quantity of medication received | Inform member that for some classes of medication additional quantity limits may apply.   * If the plan member has any additional questions, warm transfer the call to the [Clinical Care Services Intervention Changebacks Team (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Member is calling about medication denied due to non-covered diagnosis | Inform member that for some classes of medication additional restrictions may apply.   * If the plan member still has additional question, warm transfer the call to the [Clinical Care Services Intervention Changebacks Team (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Intervention is in process | Changebacks cannot be addressed until new order is sent and would then be treated as a normal changeback request. It is also possible the prescriber may not approve the suggested change.    Do **NOT** transfer the member to Clinical Care Services. |
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| **Resolution Time** |

Clinical Care Services will review resolution time with the member.

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| **Related Documents** |

[Refusal of Generic Substitution (004620)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd854b0c-3a84-484d-ba59-f7aea438e6df)

**Parent Documents:** [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 (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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