# Compass - When to Transfer Calls to Clinical Care

[Hours of Operation 1](#_Toc194311534)

[Call Types Handled by the CCR 1](#_Toc194311535)

[Providing Potential Prescription Alternatives (Customer Care Disclaimer) 1](#_Toc194311536)

[Transfer Calls to Clinical Process 1](#_Toc194311537)

[Related Documents 1](#_Toc194311538)

**Description:** Details the process to handle a clinical inquiry from a member. It is designed to clarify when CCR's should take ownership of a member call and when they should transfer calls to Clinical Care Services (CCS).

|  |
| --- |
| Hours of Operation |

 A call to Clinical Care Services should only be made if the CCR is able to determine, with certainty, that the call is clinical in nature.



 For contact numbers and hours of operations, refer to [Departments & Programs (Phone, Addresses & Hours) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

 **Do NOT**provide the Clinical Care Services Clinical Counseling phone number to the beneficiary at any time. All beneficiary calls should be directed through Customer Care.

 If after hours, refer to [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889).

[Top of the Document](#_top)

|  |
| --- |
| Call Types Handled by the CCR |

The first resource for assistance should be the Senior Team or a Supervisor. A call to Clinical Care Services should only be made when the call is clinical in nature.

 Refer to the table below:

|  |  |
| --- | --- |
| **Call Types** | **Information** |
| Order Status/WIMO (Where Is My Order) | **Note:** Order Status inquiries can only be addressed by Customer Care; Clinical cannot answer Order Status inquiries. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) and reference: Order Status, Interpretation of Order Status Details, Order Status Research Tips, and Order Status Reference Table sections.  **Reminder:** Questions you are unable to resolve regarding Order Status should be directed to Senior Team or a Supervisor. |
| Order Conflicts | * Do not contact Clinical Care Services for non-clinical conflicts (**Examples:** AAD, CCA, CCP, CTS, EA, ELG, FRM, FRP, MDB, PAF, PAR, PLN) as they will not be able to speak to the outcome of the conflict. * It may be appropriate to engage Clinical Care in cases where an order is changed or placed on a [Compass - Delayed Prescriber Response/Prescriber Holds (057051)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=101f5c27-321e-427d-86e2-715d4e62b660) as a result of clinical divert.   **Examples:** Reasons you may need to call Clinical Care for clinical diverts include, but are not limited to:   * + Resolved Interventions diverts   + Drug Allergy alerts   + Drug Age Precautions   + Drug Gender diverts   + Drug Requires Diagnosis   + Drug to Drug Interaction   + Drug/Medical Condition   + Therapeutic Duplications aka Duplicate Therapy00439   **Note:** Duplicate Therapy caused by “Too Soon to Refill” is handled by CCR.   * + Low and High Dose alerts   + When the member was expecting one thing but received another   **Examples:**   * + - Member was expecting insulin pens but received vials     - Member was expecting 180 tabs but received 90 tabs (This could indicate an error with the Rx directions.)     - Prescription should be for twice a day instead of once |
| Member is unable to locate their medication due to backorder, shortage of supply, not in stock, or not available at mail. | Refer to   * [Compass – Member Unable to Locate Medication at Mail Order or Retail (Back Order, Shortage, Not in Stock- NIS) (065451)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47f1fc7c-d771-45ae-9de3-179ac312f222), * [Medications not Available via Home Delivery (026885)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c46dd06b-3aa7-427e-a8b2-004a4d094c16) * [Compass – Botox and Osteoarthritis (OA) Products No Longer Dispensed by CVS Health (Specialty Pharmacy, Home Delivery/Mail Order or CVS Retail) (071090)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=150c298a-8965-4c85-9669-b30adccd7c43) |
| Balance Adjustments/Payments (Does not include AME adjustments). | Refer to [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only) (058044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764). |
| Short Term Prescription (Rx) Refills Validation | For Bridge Supply refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b), calls should be warm transferred to **1-866-234-0457** (internal number, do not disclose). |
| Member requests Bulk Up, Downsizing a Prescription, or Variable Fill request. | Refer to [Compass - Courtesy Retranslation Support Task (Bulk Up, Downsizing an Rx, and Variable Fill Requests) (058179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a11f9225-37ee-4af0-83bf-7d492b2006cf). |
| Handle calls concerning the following topics:  The following issues should **not** be transferred to Clinical:   * Plan Design * Managed Drug List * Eligibility/Payment * Prior Authorization Status * Too Soon To Fill * Future Fill | Refer to [Compass - Call Handling - Return to Member (RTP) (062799)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=549b9d75-54bd-469e-80f1-40703ff9be9f) and [Compass - Discontinuing a Prescription (Rx) in Order Details (056370)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a0396fd5-8224-4c89-b673-49071e64cab1). |
| If the member request to cancel or remove an Rx from an order.  **Or**  To edit or cancel a mail order Rx that has been placed in the last 15 min and is waiting for an order number. | Refer to [Compass - Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02) and [Compass - Editing and Cancelling In Process Orders (057232)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98a7a9d6-b7fc-4471-9168-f6e3c3d2a14a). |
| Prior Authorization questions should **NOT be transferred** to Clinical Care services. For PA questions, follow the appropriate PA procedure or contact Senior Team. | Refer to   * [Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c) * Med D: Refer to [Compass MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (064997)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a23bc09d-37f7-4105-ba57-d4e9d7f512ff). |
| Controlled Substance State Laws | For further information on state laws that may impact their prescription, [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the member to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Copay or Coverage Questions | Review the CIF and utilize [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe).   * If the client has been migrated to MyPBM refer to Compass - Introduction to the Benefits Tab 050035 |
| Damaged Orders | Reships can be completed in Compass. Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b).  **Notes:** Request a reshipment of crushed or broken tablets/capsules without contacting CCS and if the member does not have questions regarding the safety or stability of the prescription within the order in question.   * If the member is questioning the safety or use of the order, Care should [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to Clinical Care Services. If the Member has a question as to the stability of the order from a temperature standpoint (**Example:** Too hot or too cold), [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to Clinical Care Services. |
| Drug Coverage/Price Estimates | Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe), Test Claims Brand or Generic Alternatives by GPI |
| Member requesting medication be transferred | Refer to   * [Compass - Prescription (Rx) Transfer Index (069813)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc43834c-0771-45af-9c99-3ebb26743ef8) * [Compass - Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d) |
| Formulary Questions and Alternatives | Must provide Disclaimer when [Providing Potential Prescription Alternatives](#_Providing_Potential_Prescription).  **Note:** If the nature of the call becomes clinical, such as the member having an inquiry related to drug ingredients, potential adverse effect(s) of the alternatives, complete the call by providing the names of the alternative medications, drug coverage and copay information prior to transferring to Clinical Care. |
| Prescription changed due to Intervention process and member request caning it back to original prescription. | Refer to [Compass - Intervention Changebacks (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe). |
| Member is inquiring about formulary or drug list. | Review the CIF to determine the type of formulary.   * Refer to [CVS Caremark Formulary Drug List Index (116624)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c5ec5253-d3a9-42d5-aeff-6656b12c8dfb) as needed. * Clients with custom formularies may provide a link in the CIF to their formulary drug list. |
| Member requesting reship. | Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) (LIT/Reships). |
| Member request Rx be placed or released from hold. | Refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold (056362)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3). |
| Plan Design and Plan Design Issues | Review the CIF and [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe). |
| Eligibility issues identified | [Compass - Resolution of Eligibility Issues (062827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cba9d073-9e46-4d90-b86f-4566793c40f3). |
| Prescription Quantity Shorted | Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b). |

[Top of the Document](#_top)

|  |
| --- |
| Providing Potential Prescription Alternatives (Customer Care Disclaimer) |

To ensure that members, and their providers, understand that Customer Care’s purpose for advising of prescription alternatives is strictly related to helping members understand how to maximize their benefits and understand what potential drugs are covered under their plan, we have developed the following disclaimer.

This disclaimer is to be used by Customer Care representatives providing potential prescription alternative medication information to members. A Customer Care conversation regarding alternative medications should include:

 Based upon your plan design, our system indicates that there is a more cost-effective alternative medication for the medication you are currently taking, Zocor. Are you interested in exploring prescription alternative medications with your provider that might result in a cost savings to you?

 Before I disclose the name(s) of the alternative prescription medications, please understand that I am a Customer Care Representative, not a pharmacist, and I am only informing you of this (these) potential alternative medication(s) because you may save money under your plan.

**DISCLAIMER**

 This (these) potential alternative medication(s) must be discussed with your provider because it is possible that the alternative medication(s) may not be appropriate for your specific condition. Only your provider can make that decision.

 If you would like to discuss this (these) alternative medication(s) in relation to your condition now, I can connect you with Clinical Counseling to review that information.

[Top of the Document](#_top)

|  |
| --- |
| Transfer Calls to Clinical Process |

 Refer to the table below:

|  |  |
| --- | --- |
| **Clinical Care Services Clinical Counseling** | |
| **Conference/Transfer Type** | **Warm** |
| **Internal Number**  **(Do not disclose)** | **1-866-251-3591**   * **Option 1: Pharmacy requesting an Rx transfer (inbound or outbound)** * **Option 2: All other Clinical inquiries**     **MChoice Rx Transfers for Participating MChoice Pharmacies Only: 1-866-234-0196**   * **Option 2**   **Hawaii:  Hawaii’s Clinical Care calls should be warm transferred to 1-877-418-4130  (internal number, do not disclose).**   * **Option 2** |

**Notes:**



* All calls that are clinical in nature should be [warm transferred (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) for clinical assistance Refer to [Clinical Call Types](#ClinicalCallTypes) chart below. Complete the transfer and release the call.
*  Before transferring, resolve any request or issue that would be handled by Customer Care.
*  Review the CIF for client specific process.

Prior to any warm transfer, ensure clinical is open by referring to their [hours of operation (4378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

 If the member is a PBM employee, read this disclaimer prior to warm transferring. Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0):

Please be aware that our pharmacists on call are <brand> employees, and if I transfer you to a pharmacist on call, that <brand> employee will have access to your personal health information and will know of your medical condition. I can assure you that the pharmacist on call and other <brand> employees who provide services to <brand> plan members are required and agree to keep any personal information they learn in the course of providing their services strictly confidential, and so your privacy will be protected. Would you like me to transfer you to a pharmacist on call?

 Is there anything else that I can assist with before transferring you?

**Reminder:** Whenever possible, Customer Care should complete Care-related requests prior to calling Clinical Care Services.

|  |  |
| --- | --- |
| **Clinical Call Types** | **Refer to the following documents before transferring:** |
| Bridge Supply | [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b) |
| Changeback Requests | [Compass - Intervention Changebacks (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe) |
| Clinical questions from providers’ offices | [Compass - Handling Doctor and Provider Phone Calls (062786)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b6f3264-035e-4d2b-aa6a-b3e65258c2a1) |
| Compound Clinical Inquiries  Due to guidelines issued by the USP, Home Delivery pharmacies do not fill compound prescriptions as of March 1, 2019. | [Compass - Handling Compound Calls – Care (058045)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2945ebf6-3201-4a07-9fea-7fdfb27a7a06) |
| Controlled Substance Law Inquiries | [Compass - Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00)  [Compass - Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958) |
| Drug Recall Process | If the member would like more information about the recall itself of their Mail Order prescription, [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). If the member is needing to start the recall process for a Mail Order prescription, please refer to [Compass - Medication Recall and Replacement (057522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1db6182e-301d-4325-bca0-988f6b1df06f). Otherwise, they should contact the pharmacy that filled their prescription for more information on that pharmacy’s recall process. |
| Duplicate Archive Error | **Note:** Review the Member level comments. If found, assure the member that their prescription has been received from the provider, and we will work to get it to them as quickly as possible.  Contact [Clinical Care Services (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) to request a rescan of the archived prescription. Refer to [Compass - Identified as Duplicate Archive Error CCR (062838)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b2c83da-f6be-4d4a-83cd-ce3d6a537bd3). |
| FDA Regulations of Pharmaceuticals | NA |
| Foreign Sourced Medications | NA |
| Ingestion of wrong (incorrect) medication | [Compass - Member Counseling by Pharmacist (Clinical Inquiry) (062780)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1a70bedf-a141-40f0-929b-9bef6d8c2e7c)  [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=73b19224-7602-4182-b37b-5111baceb889) |
| Instructions for Expiration concerns | [Discard Date/Expiration Date Inquiry (004582)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd8f17fd-3045-4599-9d41-8545884bf5fa) |
| Instructions for disposing of medication(s) | Review the following options with the caller and proceed as needed:   1. [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). 2. Advise the member to contact the retail pharmacy where the prescription was filled for guidance on safe discarding/disposal. 3. Advise that CVS/pharmacy Offers Customers Safe Disposal Program for Medications. To find a convenient disposal location near you, including select CVS locations, visit <https://safe.pharmacy/drug-disposal/>.  * Agents can utilize this link to assist callers with convenient disposal locations. * Members may also reference: “How to Dispose of Unused Medicines” at [www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm](http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm). |
| Medication Recall | [Compass - Medication Recall and Replacement (057522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1db6182e-301d-4325-bca0-988f6b1df06f) |
| Member Requests to speak with RPh (Pharmacist)  **Examples:**   * Brand vs. Generic Differences (No price quotes) * Drug Interactions * Medication Usage (Missed a dose, taken more than prescribed dosage, etc.) * Side Effects/Adverse Reactions * Storage/Stability/Temperature | [Compass - Member Counseling by Pharmacist (Clinical Inquiry) (062780)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1a70bedf-a141-40f0-929b-9bef6d8c2e7c)  [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889)  CVS Caremark Pharmacist can consult on all medications retail or mail order including but not limited to OTC products.  If calling about a Specialty medication, warm transfer to Specialty Pharmacy (1-800-237-2767) for a pharmacist consultation. Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0).  Pharmacists can answer questions on retail fills about potential side effects, allergies, and what the medication is used for. However, pharmacist would not be able to verify anything written on the prescription, so member would need to speak to retail pharmacy on the specifics of how the prescription was written. |
| NDC Numbers  **Example:** Issue is locating an Active NDC Number | [Compass - Inactive NDC (062782)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1957a718-b3fb-4165-8707-fb495b19cdcf) |
| OTC drugs and Nutritional Supplements | [Over the Counter (OTC) Health Solutions (045610)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=23106c01-cf42-4b22-8c20-6bb6d370659a)  [Compass - Member Counseling by Pharmacist (Clinical Inquiry) (062780)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1a70bedf-a141-40f0-929b-9bef6d8c2e7c)  [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889) |
| Pharmaceutical Supply Chain Safety | NA |
| **Pharmacy** requesting Prescription Transfers | [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484)  [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4)  [Compass - Transfer Existing Rx to Another Account (Carrier-to-Carrier/Open Rx Transfer) (057128)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6763e5a4-e98e-47f0-8738-c79178ab685b) |
| Product (medication/pill) Identification  **Examples:** Colors/Shape of Prescription, Manufacturer or NDC numbers | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Requests for Specific Generic Manufacturer | [Compass - Requests for Specific Generic Manufacturer In and Out of Stock Process (062781)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d7bd64bc-a539-41b6-8928-3a1a02900560) |
| Request to return a medication or receive a refund  **Note:** Review the referenced work instruction for all scenarios to determine if the call should be transferred to clinical or senior team.  **Examples** of clinical related:   * Alleged Provider Error * Member Deceased * Non-Conformance – Clinical Error   For the following clients listed below, we are unable to provide the Alleged medical error (AME) credit:   * FEP * GEHA * 3M * ERS * WellCare * MED D (including SilverScript * Wells Fargo – MED B * Aetna Med-D * CABSCM1 * CABSCM2 * Bank of America | [Compass - Return Order Request (Formerly Refund Copay Credit/Mail Tag Request) (058097)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e7e3115-e2d6-41c6-bd9e-83a67e0ec196)  [Compass - Transferring Calls to Dedicated Teams and Designated Client Teams (062992)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c87518d-83f5-4884-8631-1f427b77da7d) |
| Request to change the language on medication bottles that have already shipped. | [Compass - Dispensing Special Instructions (ScripTalk, Braille, Large Font, Signature Required, Language, Blister Packs) (053542)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7e45fb8b-f0e4-437e-9238-c8e37a504de8) |
| Prescription Verification/Interpretation:   * Member name * Medication name, strength, directions, quantity, refills, DAW * Provider name, date written * Order mailed to wrong member | [Compass - Prescription Verification (062783)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b62e1001-0487-48a5-95b8-0ad63260b41a)  [Compass - Alleged Switched Labels on Medication (062668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98f382a7-d68d-4e5b-a233-9e216f0e685a) |
| Returned to Participant (RTP) and Discontinued Prescriptions as a result of the following:   * Drug – Drug interaction * Duplicate Therapy * High Dose Alert * Drug/Medical Condition * Allergy Alert * C-2 Protocol | [Compass - Call Handling - Return to Member (RTP) (062799)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=549b9d75-54bd-469e-80f1-40703ff9be9f) |
| Splitting (Separating/Reducing) Mail Order Pre-packed prescriptions (**Example:** Insulin, gels or liquids).  Calls from a member who received their prescription, but the Day Supply of the medication was less (reduced) than expected due to the medication being pre-packaged. | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Therapeutic Equivalents | [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) |
| Updates to a patient profile for Allergies or Health Conditions only | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).  If member is calling about medication filled locally, refer to the local pharmacy. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

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

[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**