# Compass - Member Counseling by Pharmacist (Clinical Inquiry)

[Process](#_Toc151985142)

[Related Documents](#_Toc151985143)

**Description:** This document includes procedures on how to handle a call from a member requesting to speak to a Pharmacist regarding a clinical question about their prescription.

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| Process |

Perform the following steps when a member requests to speak to a Pharmacist:

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| **Step** | **Action** | |
| **1** | Access the Member/Dependent account in Compass. | |
| **2** | Determine if the prescription is retail or mail order. | |
| **If…** | **Then…** |
| Retail | Skip to step 4. |
| Mail Order | Proceed to step 3. |
| **3** | Determine if the member is calling with a clinical question regarding their prescription, such as:   * Drug Counseling/Consultation/Drug use * Drug Interaction/Side Effects * Medication's Appearance * Temperature Sensitivity   Refer to Compass - [When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f) as needed. | |
| **4** | Verify drug name and prescription number.   * Inquire if there is anything else you can assist with prior to transferring the call. | |
| **5** | Warm Transfer to [Clinical Care Services Clinical Counseling (004378)](https://aetnao365.sharepoint.com/sites/PolarisPHDDocumentationReview/Shared%20Documents/Customer%20Care%20Documentation%20-%20Formatting/Formatting%20Needed/CMS-2-004378). 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)**.**   * Ensure Clinical Care Services are within their Hours of Operation. * Continue to warm transfer when the matter is complicated or escalated. * **Medicare D** members should be warm transferred. * Review client specific processes, if applicable.   **Note:** If the member is a PBM employee, advise them of the following before completing the transfer:  Please be aware that our [pharmacists on call] are <PBM Name> employees, and if I transfer you to a <pharmacist on call> as you have requested, that <PBM Name> 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 <PBM Name> employees who provide services to <PBM Name> 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?  **Note:** Do Not Offer a Callback if the call is a potential Class I, remain on the line to speak to a pharmacist.  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). | |

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| Related Documents |

[Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f)

[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)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://aetnao365.sharepoint.com/sites/PolarisPHDDocumentationReview/Shared%20Documents/Customer%20Care%20Documentation%20-%20Formatting/Formatting%20Needed/CMS-2-017428)

**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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