# Compass - Prior Authorization & Appeal Written Notification Task for Different Languages

[Process](#_Toc155721362)

[Turn Around Time](#_Toc155721363)

[Related Documents](#_Toc155721364)

**Description:** Process used in Compass for members that have received a Prior Authorization or Appeal Denial letter in English and are calling in to request a translation of the denial letter in one of the following languages: Chinese, Spanish, Navajo or Tagalog.

|  |
| --- |
| Process |

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Determine that the member is requesting a Prior Authorization or Appeal **Denial letter** to be translated into a different language. | |
| **If the language requested is…** | **Then…** |
| Spanish, Chinese, Navajo or Tagalog | Continue to the next step. |
| Any other language | Inform the member we are unable to provide written notifications in that language. |
| **2** | Submit the following Support task:   * **Task Type:** Commercial Written Notification * **Translating Language:** Select language requested. * **Note:** Ensure you confirm a phone number and address for the member for the task and enter notes to clarify request.   This task should **NOT** be used for any other purpose and is only for the commercial book of business and does not apply to FEP. This queue should not be used to request a Prior Authorization (PA) or Appeal form. Refer to [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c). | |
| **3** | Inform the member a request has been entered to provide their Prior Authorization or Appeals written notifications in their language of choice. | |

[Top of the Document](#_top)

|  |
| --- |
| Turn Around Time |

Up to 7 business days, plus time for the member to receive in the mail.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)

[Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\DDavis6\Desktop\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\LRVRFMHN\CMS-2-017428)

[Log Activity or Capture Activity Codes](file:///C:\Users\DDavis6\Desktop\Subcommittee%20Review\Ready%20for%20Posting\CMS-2-005164)

**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**