# Compass - Mixed Medication / Incorrect Medication Dispensed

[Process](#_Toc159845535)

[Related Documents](#_Toc159845536)

**Description:** Process for if a Member calls Customer Care to report that the medication they received was not what was prescribed or expected. Request is only honored if within 180 days from ship date, with the ship date being counted as Day 1.

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| Process |

Perform the follow steps to handle a call regarding “Mixed / Incorrect Medication Dispensed”:

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| **Step** | **Action** | |
| **1** | Obtain the Prescription Number of the mixed/incorrect medication. | |
|  | From the Claims Landing Page in Compass, click the **Mail Order History** tab. | |
| **2** | Click the chevron arrow next to the **Order Number** link(s) to expand/collapse a preview of the prescriptions in the order. Locate the Prescription Number and click the **Rx #** hyperlink.    **Result:** The Claims Details Screen displays. | |
| **3** | Verify that the “Drug Dispensed” indicates the medication the Member expected to receive but the contents are in question.    If the “Dispensed Drug” does NOT reflect the medication that the member expected to receive, determine if an intervention switch has taken place: | |
| **If intervention has…** | **Then…** |
| Taken place | Follow the procedure for [Compass - Intervention Changebacks (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe). |
| Not taken place | Follow the procedure for [Compass - Prescription Verification (062783)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b62e1001-0487-48a5-95b8-0ad63260b41a). |
| **3** | From the **Mail Order History** tab, click the **Order Number** hyperlink confirm shipping address.   * If address is incorrect, refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906). | |
| **4** | Warm transfer to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * Ensure Clinical Care Services are within their Hours of Operation. * **Medicare D** beneficiaries should continue to be **warm** transferred. * Check any client specific process, if applicable.   **Note:** If after Clinical hours, follow the [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 |

[Customer Care Abbreviations, Definitions, and Terms (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)

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