# Compass - Refusal of Generic Substitution

[Refusal of Generic Substitution Process](#_Toc160008077)

[Resolution Time](#_Toc160008078)

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**Description:** Procedures for when a member received a generic medication but prefers brand medications instead.

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| Refusal of Generic Substitution Process |

**Notes:**

* Request is only honored if within 180 days from ship date, counting the “ship date” as day 1.
* This process should **not** be referred to as a “courtesy retranslation.”

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Obtain the Prescription Number for the medication in question. | |
| **2** | From the Claims Landing Page in Compass, navigate to the **Mail Order History** tab to locate the **Prescription Number**.   * Click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order. * Click the **Rx #** hyperlink.     **Result:** The Claim Details screen displays. | |
| **3** | Click the **Prescription Details** tab and navigate to the **Rx Versions** section to determine if a “Dispense as Written” (DAW) intervention was made.    **Note:** If there are no notes to display, the following message will display: “No records found.” | |
| **If…** | **Then…** |
| DAW intervention **was made** | Refer to [Compass - Intervention Changebacks (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe). |
| After hours, and member needs to speak with the Changeback team | Ask member to call back during [normal business hours (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| DAW intervention **was not made** | * Review plan design.   + If member has a Mandatory Generic plan, inform them brand will only be covered when a generic is not available.     - Run a Test Claim for the brand name medication at Mail Order with DAW 2 selected for the **Dispense as Written** field indicating **Patient Requests Brand**. Inform the member of possible co-pay.   **Note:** Depending on the plan design, if a retranslation occurs, some members are charged a DAW cost difference along with the copay although their prescriber did not indicate DAW and some are charged the difference between the brand and the generic.   * Proceed to Step 4. |
| **4** | Use the appropriate scenario below: | |
| **If member is still unsatisfied with the substitution…** | **Then…** |
| During Clinical Care Services hours of operation | Warm Transfer to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) to verify the prescription.  Refer to [Basic Call Handling (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) for proper introduction and release of caller. |
| After hours for Clinical Counseling team | Refer to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for hours of operation.  Create a [Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). |

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| Resolution Time |

Within 2 business days.

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| Related Documents |

[Compass - Intervention Changebacks (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe)

[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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