# Compass - Voiding an Override

[Voiding an Override Process](#_Toc177562853)

[Related Documents](#_Toc177562854)

**Description:** Steps to void an override when needed, such as when an override has been entered incorrectly or is no longer needed and/or was not used.

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| Voiding an Override Process |

Perform the following steps to **void an override:**

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| **Step** | **Action** | |
| **1** | From the Claims Landing page, navigate to the **Override/PA History** screen from **Quick Actions** and select the **ID** for the corresponding override to be voided.    **Result:** The corresponding override displays. | |
| **2** | Click the drop-down arrow and select **Void**.    **Result:** The Void Override < >windowdisplays. | |
| **3** | Click the drop-down arrow and select the correct reason from the list.    **Note:** If **Other** is selected, the **Authorized Notes** field displays and must be completed to include the reason for the Void. | |
| **4** | Click **Void**. | |
| **If…** | **Then…** |
| Void was successful | * The following message will **display:** “The void was successfully applied for < >.” * The Void will show up on the **Inactive** list on the **Override History** screen. |
| Void was NOT successful | A message will display indicating the unsuccessful attempt.   * Reselect the **Void** button to attempt the void again.   + If the error persists, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) to have the override voided. |
| The override was previously applied to a secondary account | A box will display with verbiage **that reads:** “Do you want to apply for secondary?”.   * Check the box to apply void to the secondary account. |

[Top of the Document](#_top)

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| Related Documents |

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

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

[Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f)

[Top of the Document](#_top)

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