**Compass - Known Issues and Actions to Resolve**

[Non-Compass – Five9 Functionality](#_Toc208247990)

[Functionality Error](#_Toc208247991)

[Authentication](#_Toc208247992)

[Drug Search](#_Toc208247993)

[Claims](#_Toc208247994)

[Eligibility](#_Toc208247995)

[Medicare D](#_Toc208247996)

[Member Snapshot](#_Toc208247997)

[Order Placement (Refill/Renewal)](#_Toc208247998)

[Order Status](#_Toc208247999)

[Support Tasks](#_Toc208248000)

[Test Claims](#_Toc208248001)

[Working as Expected (Resolved)](#_Toc208248002)

**Description:** Contains a list of all Compass known issues and current action steps to take when encountering each issue, including when it is expected to be resolved. Not all issues will impact all lines of business – please use this document when you experience an issue to verify if it is already known and find the recommended action.

**Disclaimer:** Scheduled fixes are not removed until the issue is validated by the Compass team confirming issue is resolved; new items added to the list within the last 14 days are highlighted on the left side of the table in blue. Once confirmed, items are removed from the document.



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| Non-Compass – Five9 Functionality |

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| **Functionality** | **Issue** | **Date Issue Was Reported** | **Scheduled Fix** |
| **No updates reported.** | | | |

[Top of the Document](#_top)

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| Functionality Error |

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| **Functionality** | **Issue** | **Action to Resolve** | **Date Issue Was Reported** | **Scheduled Fix** |
| **No updates reported.** | | | | |

[Top of the Document](#_top)

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| Authentication |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Member Search – ID Search Issue**  US661540 | Some member’s external or other IDs are not searchable in Compass. When the External ID is used for certain searches, they do not pull accounts in Compass. | Agents will need to perform a Name and Date of Birth search to locate the member’s account. | * Unnecessary swivel to PeopleSafe. * Providing inaccurate information. | 1/17/2025 | Proposed February 2026 Release |

[Top of the Document](#_top)

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| Drug Search |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **No updates reported.** | | | | | |

[Top of the Document](#_top)

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| Claims |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not**  **Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Duplicate Override/PA for Partial GPI/NDC Not Duplicating All Fields**  US682588 | When selecting to duplicate an Override/PA that has a Partial GPI or NDC, not all fields/attributes are being duplicated.  **Example:** Quantity, Day Supply, Max Dollar Allowed, etc. | The attributes can be manually added to the new override in the applicable **Range Data** sections under **Requires Special Handling** on the override Details Screen. | * Unnecessary swivel to PeopleSafe. * Providing inaccurate information. | 3/5/2025 | October 2025 Release |

[Top of the Document](#_top)

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| Eligibility |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Middle Initial Duplication**  US675475 | When working a task or entering an account, there can be a duplicated middle initial when authenticating/accessing the account. | Agents can proceed with authenticating/accessing the account as it will likely correct itself when the account is opened. | * Providing inaccurate information. | 2/18/2025 | Holding for Future Release |

[Top of the Document](#_top)

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| Medicare D |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Medicare D - CD&A Flow Error**  US732712 | On occasion, the CD&A Flow will show a continuous spinner when trying to load the tab. This could happen for one medication but not another within the flow. | Agents should submit a CD&A Support Task if this occurs. | * Providing inaccurate information. | 7/1/2025 | Holding for Future Release |
| **Medicare D -** **Support Task Sub-Tab Not Loading**  US734134 | When a member is not found in Compass and ONLY has eligibility in the **Medicare D** tab, the **Support Task** Sub-Tab is not loading and not allowing support tasks to be created. | Agents will need to navigate back to the **Search (New UI)** tab to create a **Med D Enrollment** Support Task from the Search screen. | * Unnecessary swivel. * Providing inaccurate information. | 7/7/2025 | November 2025 Release |
| **Medicare D (M3P) – Authorized Representative First Name Field**  476  US635696 | Compass gives an error when the Authorized Representative **First Name** field has excluded characters (i.e., / \ - ) for Medicare Prescription Payment Plan Opt In/Opt Out requests for non-Member/Self caller types. | Agent should not enter special characters in the **Caller Name** (on Case) or **Requestor Name** (in Opt In’s/Opt Out’s) fields for non-Member/Self callers requesting to Opt In/Opt Out of M3P. | * Unnecessary swivel. | 11/7/2024 | Proposed October 2025 Release |
| **Medicare D (M3P) – Missing Claims History**  US696543 | Claims that were processed during the member’s Opt In to the Medicare Prescription Payment Plan are not showing in the **Claims History** sub-tab.  If the member has enrolled in a new plan with the same client, the prescription info does not display in **Claims History**. | If claims are not displaying, the agent needs to change the line of eligibility from Member Snapshot or search for the inactive account that has the claim history. | * Providing inaccurate information. | 4/3/2025 | Proposed October 2025 Release |
| **Medicare D (M3P) – No Active Enrollment Error**  478  US637231 | Compass is showing a "NO\_ACTIVE\_ENROLMENT\_FOUND" error for a Medicare Prescription Payment Plan Opt In request for a member with active Med D eligibility for the selected Opt In Effective Date. | Coming Soon | * Providing inaccurate information. | 11/8/2024 | Holding for Future Release |

[Top of the Document](#_top)

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| Member Snapshot |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Automated Outbound Calls Information**  493  US647519 | Automated Outbound Calls data is being limited to the last 3 months, both on the tab itself and in Member Journey. | **PeopleSafe Users:** Swivel to PeopleSafe to check Activity, changing the timeframe viewed.  **Compass Only Users:** Agents can check Member Alerts, changing the timeframe. Contact the Senior Team to check Activity. | * Providing inaccurate information. | 12/9/2024 | October 2025 Release |
| **Benefits – Showing Information With Oddly Placed Wording**  US734809 | On occasion, the **Dispense as Written** rules description may have the word “member” inserted in random spots. | When reading the DAW description, if it does not make sense or is unclear, agents can review the CIF for the same details. | * Providing inaccurate information. | 7/9/2025 | Holding for Future Release |
| **Benefits – Reimbursements**  US733255 | On the **Benefits** tab and then the **Reimbursements** sub-tab, under the **Member Submitted Paper Claims** section in the field for **In-Network Pharmacy Claims are Reimbursed Based On**, “Retail” is displaying instead of how the paper claim will process. | Agents can check the CIF for this information. | * Providing inaccurate information. | 7/2/2025 | October 2025 Release |
| **Communication History Showing Incorrect Date**  US718232 | On the Communication History table, the Date is 1 day prior to the actual date the communication was created. | Agents can click on the **Communication Title** hyperlink and see the correct Date. | * Providing inaccurate information. | 5/27/2025 | October 2025 Release |
| **CVS ID Error Toast Message Change**  US657125 | Current message is confusing as it doesn’t state to submit a task to have the error corrected.  **Note:** New message will read: "System Error: Member ID not correctly set up with CVS ID. Submit Ineligible Member/Spouse/Dependent/CVSID Support Task." | Agents should be following the work instruction for the process of resolving CVS ID issues by submitting a support task. | * Providing inaccurate information. | 1/10/2025 | Holding for Future Release |
| **Add State ID – State Drop-down List Not Alphabetical**  US745253  US737680 | Within Mail Order Profile, when users click the **State ID Controlled Substance** link and then click ADD, then choose “Driver’s License” or “State ID”, the **State** drop-down list is not in alphabetical order. | Users will need to scroll through the list to find the desired state. | * Providing inaccurate information. | 8/8/2026 | October 2025 Release |
| **MChoice Opt Out**  US679438 | Agents receive an Error message when voiding an MChoice Opt Out on an Rx. | No actions are needed after the MChoice Opt Out is voided. The error message can be ignored. | * Providing inaccurate information. | 2/27/2025 | Proposed October 2025 Release |
| **Medicare D – Member Demographics Not Displaying**  US733302 | The Medicare D Demographics are not displaying under the Member Snapshot **Addresses** tab. This is occurring when the agent creates an Address Change or Out of Area (OOA) Support Task. The old address is not pre-populated on the task, causing it to fail. | Agents will need to perform a “Search By Medicare D” search and submit a Demographic - Address Change Support Task or a Demographic - Out of Area Support Task manually. | * Providing inaccurate information. | 7/2/2025 | Proposed October 2025 Release |
| **Messaging Preferences Disappear**  US724148 | In some cases, the **Messaging Preferences** component on the left panel of the **Claims** tab is not showing. | Agents may navigate to the Member Snapshot tab and make any applicable changed in the middle panel. They also may perform a Case-level refresh in Compass. | * Providing inaccurate information. | 6/11/2025 | October 2025 Release |
| **Pharmacy Search Error**  US717115 | The Find a Pharmacy search is searching for the wrong City/State combination. In the example below, the member is in **Austin, PA,** and results are being returned for **Austin, TX**. | Agents can remove the **City** name from the address line, leaving the **State** and **Zip Code** fields completed, and then the search will run for the correct area. | * Providing inaccurate information. | 5/22/2025 | Proposed October 2025 Release |
| **Add Phone Number and Email Address Not Working**  US723167 | An error message displays when adding a phone number and the text field box is missing for adding an email address. | If the member is registered on the secure member website, the member can update their phone number and/or email address online. If not, then advise the caller that they can register online and then update their information. | * Providing inaccurate information | 6/9/2025 | Proposed October 2025 Release |
| **View Additional Coverage Eligibility Dates Error**  US749103 | The Effective and Expiration Date are being used in error to determine **Active** or **Inactive** Eligibility for other coverages. | Agents will need to select each 'Active' record and review the actual Active/Inactive status in the Additional Coverage window that opens. | * Providing inaccurate information | 8/22/2025 | September 2025 Release |
| **View Additional Coverage Breaking Five9**  US710307 | In some cases, when clicking **View Additional**, a refresh occurs in Compass.  This appears to cause a disconnect and is putting agents into a **Not Ready** state of “No Reason” in Five9. | Agents will need to view their Five9 adapter when a refresh occurs to ensure they are not moved to a **Not Ready** state of “No Reason”. | Not ready to take phone calls. | 5/5/2025 | Holding for Future Release |
| **For eCare Agents Only**  **Secure Message Chat Contact Name Blank**  US712197 | Contact Name is blank on some chat messages, preventing agents from being able to open the chat to respond or close the case. | Work with eCare Leadership team on next steps. | Providing inaccurate information. | 5/8/2025 | Proposed October 2025 Release |
| **For eCare Agents Only**  **Secure Message Contact Name Blank**  US710946  US716559  US733825  US746656 | Messages are being assigned with a blank Contact Name on some secure messages. If this occurs, it is not allowing agents access to the member account to respond to the message. | Agents need to report blank Contact Name messages to their supervisor so Compass IT can add the contact name and the case can be worked. | * Providing inaccurate information. | 4/23/2025 | October 2025 Release |

[Top of the Document](#_top)

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| Order Placement (Refill/Renewal) |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **For Boeing Client/Plans ONLY**  **New Rx Status Submitting to FastStart**  US746913 | New Rx Request is not completing from the Verification screen in Compass. When clicking **Next** on the Verification screen, the screen reverts to the Verification screen again. | Agents can submit the DPC Request by going back to the Quantity screen and clicking the **DPC Request** button. | * Providing inaccurate information | 8/15/2025 | Proposed October Release |
| **New Rx – Drug Showing as Not Available at Mail in Error**  US741131 | When creating a New Rx request using the drug from a previous claim list, Compass is giving the modal that says the drug is not available at mail even. | Agents are still able to continue with the New Rx flow but will need to select the drug via **Find a Drug.** | * Providing inaccurate information. | 7/28/2025 | Proposed October 2025 Release |
| **New Rx – Duplicate New Rx Requests**  US638382  482 | When the FastStart flow times out in Compass, the system returns the agent to the New Rx Verification screen without any type of messaging. This is causing duplicate submissions of a New Rx Request when there is a FastStart API issue. | If the New Rx Flow drops the agent back to the New Rx Verification Screen, the agent needs to check either New Rx Status or Mail Alerts to see if the New Rx Request has been submitted before attempting to resubmit. | * Providing inaccurate information. * Unnecessary swivel. | 11/14/2024 | October 2025 Release |
| **Rx Refill Error**  US713022 | A system admin error may occur when attempting to place a refill order.  **Error Response Message:**  *"message": "{\"httpCode\":\"400\",\"httpMessage\":\"Bad Request\",\"moreInformation\":\"Invalid string syntax\"}"* | Agents can submit an Offline Refill Support Task unless the member is out of refills. If no refills remain, agents can submit a New Rx Request. | * Providing inaccurate information. * Member may be given homework. | 5/12/2025 | Proposed October 2025 Release |
| **Waived Shipping Changes When Updating Shipping Method**  US747515 | If the shipping method is updated and saved after the shipping fee is waived, the changes to waived shipping don’t save/update and will continue to charge the shipping cost. | Agents should update the shipping method **before** the shipping has been waived. | * Providing inaccurate information. | 8/22/2025 | Proposed February 2026 Release |

[Top of the Document](#_top)

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| Order Status |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Order Details – Rx Hold**  477  US637163 | In some cases, Compass is showing an error message when attempting to place an Rx on Indefinite Hold. | **PeopleSafe Users:** Swivel to PeopleSafe to remove the Rx from the order.  **Compass Only Users:** Contact the Senior Team for assistance to remove the Rx from the order. | * Providing inaccurate information. * Member may be given homework. | 11/12/2024 | Proposed October 2025 Release |
| **Mail Order History – Member in Focus Error**  US717312 | The Mail Order History is showing the name of the member in focus instead of the name of the actual member the Rx’s are for on the same account. | Agents will need to confirm who the Rx is for on the Order Details screen. | * Providing inaccurate information. | 5/22/2025 | Holding for Future Release |

[Top of the Document](#_top)

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| Support Tasks |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Support Task Validating Incorrect Fields**  US726889 | Tasks being submitted for members who have a state code of ZZ within their account are getting an error that the task cannot be submitted because the value in the **Old State** field is not valid.  **Note:** Only impacts those members who have an out of country invalid US address (e.g., Canada addresses). | Agents will need to reach out to the Senior Team for assistance since a task cannot be submitted.  Offline Teams should work with their Supervisors on how to resolve the member’s request. | * Providing inaccurate information. | 6/18/2025 | Proposed October 2025 Release |

[Top of the Document](#_top)

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| Test Claims |

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| **Functionality** | **Issue** | **Action to Resolve** | **Impact If Resolution Not Followed** | **Date Issue Was Reported** | **Scheduled Fix** |
| **Test Claims – Client Program Offerings Link**  US658998 | When clicking the **client program offerings available** link from Test Claims and then selecting **manage enrollment**, the modal closes instead of taking you to the Manage Enrollment tab. | Agents can access Manage Enrollment via the Client Program Offerings Quick Link on the Claims tab to manage the member’s enrollment. | * Providing inaccurate information. | 1/15/2025 | Proposed October 2025 Release |
| **Test Claims – Missing Requirements**  US713476 | An error message for missing date of birth (DOB), gender, or relationship details occurs during test claims when any of these are missing on the account in Compass. | For Care agents, follow the process to have eligibility updated with Gender to determine coverage. If urgent, agents can reach out to the SRT to have them run a mock claim in RxClaim. | * Providing inaccurate information. | 5/13/2025 | October 2025 Release |

[Top of the Document](#_top)

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| Working as Expected (Resolved) |

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| Functionality | Resolved Issue |
| Accumulations – Previous Year | When making a change to the timeframe filter, when selecting Previous Plan Year, the inquiry date defaults to 1/1/2023, causing an error; it should default to 12/31/2023. |
| Authentication – Member Search | When searching for an externally adjudicated member using their Alternate ID, Compass will freeze on account load. |
| Authentication – Member Search Account Restriction US683808 | When searching for a member’s account and the member has active coverage, but an inactive coverage for the same client exists, the inactive coverage will show in the results.  The agent doesn’t have access to the active coverage. |
| Authentication – Missing Zip Code and/or Client Code on Authentication US743236 | Compass is not showing the current Zip Code or Client Code (in the Category 4 area) for some members and when this occurs, Compass will not load the member. |
| Claims – Claim Status | On the Claims Landing Page, Compass shows **Claim Status** as (N\_P) for Paid and/or (N\_R) for Rejected claims in some cases. Compass should always show Paid / Rejected. |
| Claims – CVS Retail Inventory Search | A system error occurs when attempting to sort the list of pharmacies on the **CVS Retail Inventory** screen by the **Quantity** **Available** column. |
| Claims – View Supplemental Information | When selecting the **View Supplement Information** button from the Financial Details screen, the system returns an error message. |
| Drug Search | Drug search between PeopleSafe and Compass are not matching. When doing a Drug Name Search some drugs are being returned in PeopleSafe that are not showing in the Compass Search. |
| Drug Search – Brand Name for Generic Drugs | Compass should show the Brand Name of a generic medication if available. Drug Details is no longer showing the Brand Name for a generic medication. |
| Drug Search – CVS Retail Inventory | When utilizing the CVS Retail Inventory Search, if the NDC has leading 0’s (zeroes), Compass is returning the NDC without the leading 0’s. Compass requires the full eleven-digit NDC (NDC11) in order to return inventory results. |
| Drug Search – Drug Details | Specialty indicator is inconsistent for some medications. When an Rx is searched through Find a Drug it shows as a specialty drug, but when selected from Previous Rx’s it does not show as a specialty drug. |
| Eligibility – Order number search | When searching for a member’s account using an Order Number or Internal ID, Compass displays the “client pharmacy modal” (see screenshot below), which prevents the agent from entering the account. |
| Eligibility – View Additional Eligibility Not Showing Correctly  US712235 | When viewing the line of eligibility from **View Additional**, an inactive line of eligibility displays even though the member is active.  When selecting the ID for that line of eligibility (LOE) and the page loads, the LOE doesn't load correctly. |
| Functionality Error – Not in Stock/Not Available at Mail/Mail Availability | The **Not in Stock**,**Not Available at Mail**, and **Mail Availability** functionalities are not accurately showing in the Test Claim results screen. |
| Medicare D – Coverage Determination (CD&A) | When going through the Coverage Determination flow and clicking the **Previous** button on the Verify Provider screen, any alternative selected does not remain selected. The **Caller declined to discuss alternatives** checkbox also does not remain selected. |
| Medicare D – Member Resources | Medicare D Member Resources is not available for the 2024 line of eligibility and Member Resources is not available for the 2025 line of eligibility.  The Medicare D Landing Page is loading with the Future Eligibility dates causing the Med D Member Resources tab to display an Inactive Member error. |
| Medicare D - Quick Links | The Stars Central Portal quick link is missing for certain Med D members. |
| Medicare D (M3P) – One-Time Payment Button Issue | The **One-Time Payment** button shows as disabled when the member has been removed from automatic payments for the Medicare Prescription Payment Plan. Compass is taking longer than 3 seconds to load the screen which is causing an issue. |
| Medicare D (M3P) – Instamed View Only Amount | When an agent launches the Medicare Prescription Payment Plan Instamed window from the **Make a One Time Payment** modal, the **Amount** field is editable when it should be view only. |
| Member Snapshot – Alerts | Compass is displaying Client alerts as the default in some instances in Interaction Cases. This can cause agents to miss a Member specific alert with guidance on how to care for the member on the line. |
| Member Snapshot – Alerts - Missing Alert  For Boeing Client/Plans ONLY US733650 | For the Boeing client, the alert is missing from the **Client Alerts** panel but is displaying on the Authentication Token. Most users will lose visibility to it once the case is opened. |
| Member Snapshot – Benefits - MyPBM | Agents are not able to see the member cost share in some instances in the **Benefits** tab. |
| Member Snapshot – Benefits - MyPBM Drug Specific Cost Share & Specialty Member Cost Share | Compass is displaying no information in the **Unique Drug Specific Cost Share** section of the Benefits tab. |
| Member Snapshot – Benefits - MyPBM Missing Data | Compass may not display the **PA** row in the PA and Appeals for clients that handle Prior Authorizations but do not show any additional data (i.e., phone, fax, or website). |
| Member Snapshot – Caremark.com - Incorrect Registration Link for Spouse  For Boeing Client/Plans ONLY | For the Boeing client, the spouse’s Caremark.com link when clicked from Compass is opening the cardholder’s digital account instead of the spouse’s digital account.  When this happens, Customer Care will not be able to co-browse or send the quick registration link to the spouse. |
| Member Snapshot – Claims Table Sorting | Whan an agent is in the Claims tab and changes the sort order of any column, the agent must refresh the Claims tab for the **Row Level Actions** to continue working. |
| Member Snapshot - Claims View Related Members | View Related Members screen showing the wrong Effective / Expiration Dates for the family members listed. The dates in the View Related Members modal are incorrect. |
| Member Snapshot – Communications - Quick Link for "Other Member Letters" | **FEP Only** - Other Communications from ODS/O'Neil system (OneClick) are not pulling up documents for FEP members in Compass. |
| Member Snapshot – Component Error on Member Snapshot When IVR Authenticated  US705804 | Compass is giving a component error when an authenticated call comes from the IVR and lands on the Member Snapshot Landing Page. This is causing the member’s account not to load or to load without the **Membership ID** displaying on the Member Snapshot Landing Page. |
| Member Snapshot – Financial Details | From the Claims Landing Page, the financials for claims do not have all details needed to view how claims paid towards the member’s accumulations. |
| Member Snapshot – Secure Message Duplicate Case Creation  For eCare Agents Only | Duplicate Secure Message cases are being created for some members. |
| Member Snapshot – HEE Opportunities | For some members, Compass is displaying HEE opportunities from their other/previous accounts. These HEE opportunities should not be presented to the member. |
| Member Snapshot – Inbound Transfers - Component Error  For Seniors Only US719154 | Compass is giving a component error when an inbound transfer call comes from a frontline agent and lands on the Member Snapshot Landing Page. This is causing the member’s account to not load and no membership ID to be attached to the case. |
| Member Snapshot – Member Resources US656785 | When attempting to request member resources for some members, the address isn’t showing in the **Shipping Address** dropdown. |
| Member Snapshot – Messaging Preferences | When a member is signed up for Auto Refill and/or Auto Renewal, they aren’t able to opt out of a messaging preference channel even when one or both of the other channels are enrolled. |
| Member Snapshot – Opportunity History Missing Information US696490 | Opportunity History is currently missing information in the **Type**, **Channel**,and **Disposition** columns. |
| Member Snapshot – Overrides - Create Override Error Using Get Claims | On some accounts when loading the Create Override/PA screen, an error message is displaying making it so that a claim cannot be selected from the Claims History. |
| Member Snapshot – Override/PA History | Claims that applied an Override are not displaying in some cases when viewing the Override Details in Compass. |
| Member Snapshot – Statement of Cost (SOC) Fill Date | Some members’ SOCs are not displaying claims with a fill date within the selected time frame when their processing date is not also in the time frame. |
| Member Snapshot – Weight Management Program - Incorrect Status Displaying | Compass is not taking “effective period”’ into account when displaying a member's Weight Management program status. This could cause incorrect information to be provided to the member. |
| Order Placement – Auto Refill/Renewal Showing Available in Error | When using the Find a Drug screen for a New Rx Request, the prescriptions are showing eligible for the Auto Refill and Auto Renewal Program (ARP) even if the client is not eligible for the program. |
| Order Placement – Bulk-up Quantity Not Saving and Calculator Not Working | When attempting to complete a bulk up request for a drug that doesn't use an NDC (i.e., uses an HRI or UPC # instead), Compass will not save the updated quantity entered on the screen and an error occurs when attempting to open the Quantity Calculator. |
| Order Placement – Early Refill Request | The Early Refill button on the Refill Verification page is not functional. Clicking the button doesn’t load anything. |
| Order Placement – Find a Drug Error When Using Transfer Retail to Mail US667030 | When attempting to use Find a Drug on Test Claims or in a New Rx Request, the system will give a component error when clicking on the NDC number.  **Note:** This occurs when the **Transfer Retail to Mail** tab is also open. |
| Order Placement – Mail Rx Checkbox | Mail Rx is being checked, but Rx cannot be added to the Selected Rx table when the agent clicks the Drug Name or the Prescriber Name. |
| Order Placement – MChoice Transfer Not Loading Pharmacies | Agents are unable to select a pharmacy for MChoice Transfer for some members.  When loading the MChoice Transfer screen from the **Mail Rx** tab, the Pharmacy Selection screen is not loading any pharmacies and the pharmacy search is returning no results. |
| Order Placement – New Rx Status Not Loading US739962 | Compass is not loading **New Rx Status** for new prescriptions that are being requested. |
| Order Placement – New Rx/100 day supply | When selecting a drug from the previous prescription history for a New Rx, the system will not show if the Rx is eligible for a 100-day supply.  For plans that allow for greater than a 90 days’ supply at the client level, Compass is not showing the correct max days’ supply for medications that are not a part of the PBM Stars program. |
| Order Placement – Not Available at Mail Drugs US711866 | The **Mail Availability** indicator deployed in April only works for a few selected drug classes such as GLP-1 and starter/step-up drugs. As a result, the “Mail Availability indicator” is returning a value of “Undetermined”. |
| Order Placement – Rx Refill For Minor Dependents | Agents are unable to submit refill requests for minor dependents. The **Use Setting for** field, used to define a responsible party, is unavailable and is required when submitting refill requests for minors. |
| Order Status – Bulk up | When creating support task for Bulk-Up Request, the test claim that is run is not sending the DAW code with the Test Claim. This can result in a rejection for some plans. |
| Order Status – Discontinuing and Canceling Rx | An error is occurring when attempting to cancel and discontinue a prescription without allowing the Compass screen to reload after each action. |
| Order Status – Discontinue Rx Authorization Error US707815 | The Discontinue Rx popup is showing the message that the “relationship to member is **not authorized** to discontinue an Rx” when Family Member / Third Party is selected for members under the age 18. |
| Order Status - In Process Orders  For eCare/Chat Agents Only | When Chat agents are in a chat interaction and attempting to view orders through the “Access list of orders awaiting order number” link, an error occurs and the tab never loads. |
| Order Status – Mail Order History | Mail Order History is not loading unless “Family” is select from the View by Member or Family drop-down menu. |
| Order Status – Mail Order History | The relationship and person code are not showing in the picklist on the Mail Rx and Mail Order History tabs. |
| Order Status – Manage Diverts | Agents are receiving an error when attempting to release an order from a High Copay Divert. |
| Order Status – Manage Diverts - Payment Issues | When attempting to manage Payment diverts, the **Release Order** button may not be active. This means that you cannot release the order. In addition, Compass does not show the Partial Payment Amount or the option to add a second method of payment. |
| Order Status – Payment Dispute Payment methods not populating | For some members when attempting to submit a Payment Dispute task for “Member requesting charge to be placed on different payment method” the payment methods are not loading on the Payment Dispute modal. |
| Order Status – Reship Reason/Type | When attempting to submit a Reship, if the order is locked, the Reship screen is not giving the option to select a Reship Type but is still allowing for the creation of the Support Task. |
| Order Status – Waived Shipping | The Compass feature for Waiving Shipping is currently turned off for all agents due to a component error when attempting to open an order that has waived shipping. |
| Support Task – Assignments | When assigning Support Task to an individual user, it is not working as expected. This action is currently changing ownership to the selected user and then immediately changing back the owner to the user re-assigning the task. |
| Support Task – Assignments | When creating a Support Task from a claim on file for a member for whom grievances are allowed, an error stating “client NOT delegated” may appear when clicking Save. |
| Support Task – Missing Rx Details - Drug Information US717105  For Senior Agents Only | The Returns Support Task is not loading the related data for Selected Rx Details. |
| Support Task – Missing “Contact Name” on Received Case  For eCare Agents Only | Some Secure Messages cases are loading with the “contact name” blank, resulting in the user not being able to access the member account. |
| Support Task – Task Unavailable for eCare Agents  For eCare Agents Only | Agents working chat interactions in Compass are unable to complete certain tasks. Currently the tasks are the following: Add a PBO; Complete a reship; Add a coupon. |
| Test Claims – Component Error | From the Test Claim Results screen, Compass occasionally displays a component error when selecting the **View** hyperlink in the **Mail Messages** or **Retail Messages** columns when no claim messages exist. |
| Test Claims – Incorrect Copay | When running Test Claims from the Overrides and MChoice screens, the copay may be incorrect if the member’s mailing address is in Illinois (IL). This is because the amount quoted for copays is tied to the IL sales taxes. |
| Test Claims – Incorrect Sales Tax | **FEP ONLY** - In FEP member accounts, price estimates for Discount Program Drugs are returning a copay of $1 million+. The cost is coming from the test claim calculating $1 million in sales tax. |
| Test Claims – Previous Claims History | Test Claims and Create Override are not loading Previous Claims History. This appears to be due to the member’s ID number having a space in it. |

[Top of the Document](#_top)

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