**Compass -** **New Hire Curriculum for Commercial Care**

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| Topic | Work Instructions/Job Aids Referenced |
| Introduction to Training | [Compass - Log In (Login) to Compass Using CVS Multi Factor Authentication (MFA) with SiteMinder](TSRC-PROD-056719) |
| Call Flow | [Compass - Member Search](TSRC-PROD-050037)  [Compass - Guided Caller Authentication](TSRC-PROD-050163)  [Compass - Consultative Call Flow (CCF) Elevate Your Call and Caller Authentication Process](TSRC-PROD-058176)  [Compass - Viewing Member’s Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass](TSRC-PROD-056036)  [Compass - Call Documentation](TSRC-PROD-050011) |
| Introduction to Compass | [How to Access the Compass Environment for Training](TSRC-PROD-031259) |
| CMS Test Calls | Refer to Trainer |
| Client Program Offerings | [Compass - Client Program Offerings](TSRC-PROD-057317) |
| Support Tasks | [Compass - Support Task Types and Uses](TSRC-PROD-056365)  [Compass - Support Task Types and Uses List](TSRC-PROD-058147)    [Compass - Split Payment (More Than One Method of Payment) for an Order](TSRC-PROD-054227)    [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests](TSRC-PROD-056893) |
| Eligibility | [Compass - Member Snapshot Landing Page](TSRC-PROD-050036)  [Compass - Member Search](TSRC-PROD-050037) |
| Five9 | [Compass - Log In (Login) and Out of Five9](TSRC-PROD-056724)  [Compass - Five9 Agent Desktop Softphone with Compass](TSRC-PROD-056045) |
| Plan Design | [Compass - Viewing Accumulations](TSRC-PROD-050010)  [Compass - Introduction to the Benefits Tab](TSRC-PROD-050035)  [Customer Care Abbreviations, Definitions, and Terms Index](CMS-2-017428) |
| Coordination of Benefits (COB) | [Compass - Viewing, Adding, and Editing Coordination of Benefits (COB)](TSRC-PROD-058048) |
| Test Claims 100 | [Compass - Test Claims](TSRC-PROD-050041)  [Compass - Calculating Quantity for Packaged & Non-Packaged Medications](TSRC-PROD-050982)  [Compass - Test Claim Features](TSRC-PROD-049987)  [Compass - Viewing and Running Test Claims for Alternative Rx(s)](TSRC-PROD-056849) |
| Drug Information | [Compass - Dispense as Written (DAW) Codes](TSRC-PROD-057975)  [Compass - Handling Compound Calls - Care](TSRC-PROD-058045)  [Compass - Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling](TSRC-PROD-058175)  [Compass - Identifying Controlled Substances](TSRC-PROD-057979)  [Compass - Controlled Substance State Laws](TSRC-PROD-058033) |
| Contact Information and Messaging Preferences | [Compass - Add / Edit / Delete Email Address](TSRC-PROD-053409)  [Compass - Add / Edit / Delete Phone Number](TSRC-PROD-053256)  [Compass - Add / Edit / Delete Mailing Address](TSRC-PROD-053255)  [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications](TSRC-PROD-054195) |
| New Rx Request | [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](TSRC-PROD-054195)  [Compass - New Rx Request Scenario Guide (Popups, Warnings, and Written Prescription)](TSRC-PROD-054354)  [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](TSRC-PROD-056289) |
| Order Placement | [Compass - Mail Rx Refill/Renewal (Order Placement)](TSRC-PROD-054262)  [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](TSRC-PROD-056289)  [Compass - Transfer Existing Rx to New Account (Carrier-to-Carrier/Open Rx Transfer)](TSRC-PROD-057128)  [Compass - Editing and Cancelling In Process Orders](TSRC-PROD-057232)  [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05765fd1-30cd-4086-9f2a-7b694e4d6164) (link is for training use only)  [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold](TSRC-PROD-056362) (current version in production with known system issue and workaround)  [Compass - Stop Tote Requests](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e3e69275-af76-4a5c-baf4-8fd7294a9cb3) (link is for training use only)  [Compass - Stop Tote Requests](TSRC-PROD-057999) (current version in production with known system issue and workaround)  [Compass - Prescription (Rx) Transfer](TSRC-PROD-053932)  [Compass - Courtesy Retranslation Support Task (Bulk Up, Downsizing an Rx, and Variable Fill Requests)](TSRC-PROD-058179) |
| Champion Safety with Care | Refer to Trainer |
| Bridge Supply | [Compass - Bridge Supply](TSRC-PROD-056367)  [Compass - Mail Rx Refill/Renewal (Order Placement)](TSRC-PROD-054262) |
| Maintenance Choice | [Compass - Maintenance Choice (MChoice) Rx Transfer](TSRC-PROD-056032)  [Compass - Maintenance Choice (MChoice) Opt Out](TSRC-PROD-053799) |
| Auto Refill Program | [Compass - Auto Refill Program (ARP)](TSRC-PROD-056033)  [Compass - Auto Refill Program (ARP) Job Aid](TSRC-PROD-057858)    [Compass - Mail Rx Refill/Renewal (Order Placement)](TSRC-PROD-054262)  [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](TSRC-PROD-054208) |
| Caremark.com | [Compass - Caremark.com Quick Registration](TSRC-PROD-057129) |
| Order Status | [Compass - Mail Order History / Order Status](TSRC-PROD-056369)  [Compass - Cancel or Remove a Prescription (Rx) from an Order](TSRC-PROD-056363)  [Compass - Editing and Cancelling In Process Orders](TSRC-PROD-057232)  [Compass - Discontinuing a Prescription (Rx) in Order Details](TSRC-PROD-056370)  [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](TSRC-PROD-056289)  [Compass - Manage Diverts / Conflicts (Release Order)](TSRC-PROD-056291) |
| Paper Claims | [Compass - Member Snapshot Landing Page](TSRC-PROD-050036)  [Compass - Identifying Paper Claims](TSRC-PROD-050034) |
| Reships | [Compass - Order Reships](TSRC-PROD-057985) |
| Decoding the Underlying Message | Refer to Trainer |
| What Makes a Great CCR | Refer to Trainer |
| Preventing Class 1 Errors | [Compass - Mail Rx Refill/Renewal (Order Placement)](TSRC-PROD-054262)  [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](TSRC-PROD-054208) |
| Member Resources | [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests](TSRC-PROD-056893)  [Compass - Member ID Card Replacement](TSRC-PROD-057048) |
| Account Balance | [Compass - Mail Order Payment History Screen](TSRC-PROD-053927)  [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](TSRC-PROD-056289)  [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only)](TSRC-PROD-058044) |
| New Program Opportunities | [Compass - View and Present Opportunities from the Health Engagement Engine (HEE)](TSRC-PROD-053429) |
| Transform Diabetes Care | Refer to Trainer |
| Test Claims 200 | [Compass - Calculating Quantity for Packaged & Non-Packaged Medications](TSRC-PROD-050982)  [Compass - Test Claims](TSRC-PROD-050041) |
| Plan Benefit Overrides | [Compass - Override / PA History](TSRC-PROD-050015)  [Compass - Editing an Override](TSRC-PROD-043195)  [Compass - Entering an Override from a Rejected Claim](TSRC-PROD-049943)  [Compass - Entering an Override When a Prior Authorization Is on File](TSRC-PROD-050033)  [Compass - Voiding an Override](TSRC-PROD-050045)  [Compass - Override Flags](TSRC-PROD-050028)  [Compass - Dosage Calculator](TSRC-PROD-049981) |
| Prior Authorizations | [Compass - Override / PA History](TSRC-PROD-050015)  [Compass - Initiating an ePA Request](TSRC-PROD-055814)  [Compass - Viewing ePA Status and ePA FAQs](TSRC-PROD-055818)  [Compass - Commercial Prior Authorization (PA), Exception, or Initial Benefit Review (IBR), and CoverMyMeds (CMM) Electronic Prior Authorization (ePA)](TSRC-PROD-056368) |
| Appeals | [Compass - Appeals](TSRC-PROD-057981) |
| We Care | [Compass - WE Care Quality Call Process Overview and Scoring Colleague](TSRC-PROD-058030) |
| Introduction to Senior Team | [Compass - When to Transfer Calls to the Senior Team](TSRC-PROD-057524) |
| Retail Claim Research | [Compass - Reverse Transmission CCR Process](TSRC-PROD-050134)  [Compass - Guided Caller Authentication](TSRC-PROD-050163) |
| Billing & Payment | [Compass - Refund for a Mail Order Balance Credit](TSRC-PROD-057888) |

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