# Compass MED D - Creating a Med D Enrollment Support Task from Member Search

[Process](#_Toc162960755)

[Related Documents](#_Toc162960756)

**Description:** Use to create a Med D Enrollment Support Task from Member Search.

|  |
| --- |
| Process |

The following Support Tasks can be submitted from the Member Search:

* Med D - Enrollment - Enrollment Not Found
* Med D - Enrollment - Enrollment/Eligibility Discrepancy
* Med D - Enrollment - Missing Pre-enrollment Information - RFI

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | After searching in Compass for an active line of eligibility (refer to [Compass - Member Search](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114)), proceed depending on one of the following scenarios: | |
| **If the member is…** | **Then…** |
| Found after using **Medicare D System Member Search**, but there is a discrepancy in their profile | * Click the drop-down arrow in the **Support Task Actions** button to see Support Task options. Then select **Create Med D Enrollment Support Task** and create the following task:   + **Task Type:** Enrollment/Eligibility Discrepancy   + **Notes:** Indicate the discrepancy in the profile * Submit the Med D - Enrollment - Enrollment/Eligibility Discrepancy Support Task, then resolve any outstanding issues.     Icon_-_Important_Information If the caller insists that the waiting time interferes with their drug therapy, warm transfer to SRT (refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7)). SRT will resolve the eligibility issue. |
| Is not found after using **Medicare D System Member Search**; missing pre-enrollment information is found in FAZAL | Search for future lines of eligibility using a Name and date of birth (DOB) search in Compass and populating the **Both** radio button on the **Search Results** screen to display both active and inactive members. Refer to [[Compass - Member Search](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b25b4ad4-2d16-4961-8251-43dfab7e46f3)    For information regarding missing pre-enrollment, refer to [Compass MED D - Incomplete Enrollments (ICE) or Enrollments with Missing Information](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c31eec52-fb25-4867-9693-4b5129d67190). If you are unable to document in FAZAL, navigate to the **Search by Medicare D** tab and click the drop-down arrow in the **Support Task Actions** button to see Support Task options. Then select **Create Med D Enrollment Support Task** and create the following task:  **Task Type:** Enrollment -Missing Pre-enrollment Information - RFI  **Notes:** Document the new or updated information needed to complete the application    Icon_-_Important_Information Under no circumstances should a CCR advise a member that they are or will soon be ineligible unless the Group plan is termed. Warm Transfer the call to SRT for eligibility verification if unable to verify in Compass. Refer to [Compass MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). |
| Found, but the caller states the member is deceased. | Refer to[Compass MED D - Deceased Beneficiary](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=03532634-0441-4503-8b66-d19f9eec0c32). |
| Not found | Navigate to the **Search by Medicare D** tab and click the drop-down arrow in the **Support Task Actions** button to see Support Task options. Then select **Create Med D Enrollment Support Task** and create the following task:  **Task Type:** Enrollment- Enrollment Not Found  **Notes:** Document that no enrollment was found in FAZAL and Marx.  Include any additional information provided by the beneficiary related to their call. All fields marked with an asterisk (\*) are required.  Provide the turnaround time according to the Support Task. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent SOP:** [CALL-0011](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions and Terms](file:///C:\Users\c506325\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\4HIV4GD7\CMS-2-017428)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY – INFORMATIONAL ONLY**