# Compass MED D - Expressed Consent (Ship Consent)

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**Description:** This work instruction covers the process for beneficiaries to give ship consent for their medications.

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| General Information |

 ALLMED D Plan sponsors must obtain, and document Expressed Consent (also known as Ship Consent) after a nonbeneficiary-initiated prescription fill has been properly adjudicated, the first time the beneficiary uses mail service or uses mail service under their new plan. Refer to the [Ship Consent Requirements](#_Ship_Consent_Requirements) section of this document to determine which scenarios require Express.

 When the beneficiary initiates an order (Mail Order Form, Customer Care, IVR, or Web Portal ), CMS sees this as Expressed Consent.If a beneficiary advises they would prefer to require consent for ALL Mail orders not requested by them via (future orders, ERX, fax) refer to the [Adding/Removing Consent Required on Future Orders](#_Adding/Removing_Consent_Required) section of this document.

 **Disenrolling:** Express consent is mandated by the Centers for Medicare and Medicaid Services (CMS) for ALL Medicare Part D plans; it is not specific to any Line of Business. Always refer to CIF to confirm Line of Business.

**** **DO NOT** place any Mail Alerts for Ship Consent Hold orders, as it will not release any future or current orders. Ship Consent must be obtained for all new prescriptions not originating from the member.

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| Identifying Orders on Ship Consent Hold |

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab. |
| **2** | Determine Ship Consent Hold status by clicking the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order.    **Note:** Status for orders on Ship Consent Hold will display as **Consent Needed**. |

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| Processing Orders on Ship Consent Hold |

Prescriptions/Orders are adjudicated first per plan design and then are placed on a **NEW** hold while awaiting the beneficiary’s consent.

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, click the **Mail Rx** tab. |
| **2** | Locate prescriptions on Ship Consent Hold, then click the appropriate checkbox(es).  **Note:** Compass will display a Ship Consent icon  next to the Rx number in the table for Rx’s requiring Ship Consent |
| **3** | Once Rx(s) are selected, click the **Add to Selected Rx(s)** button.  **Note:** The **Add to Selected Rx(s)** button will illuminate once the Rx is selected.  **Result:** Chosen Rx’s will display in the Selected Rx(s) section. |
| **4** | Click the **Refill/Renewal** button.    **Result:** The Ship Consent Hold pop-up window displays. |
| **5** | Recap the Rx name, strength, form (tab/cap, etc.), quantity & days’ supply, then select the applicable shipping option in the **Ship?** drop-down menu.  **Note:** Default value will be “**Ship Now**”.    If the beneficiary advises they no longer take a medication or that the prescriber has stopped the medication, select **Don’t Ship** from the drop-down menutoprevent any unwanted orders from shipping.   * Do **NOT** cancel or discontinue orders the caller does not want shipped. * Do **NOT** submit any support tasks to cancel these orders.   **Note:** If **Don’t Ship** is selectedfrom the **Ship?** drop-down menu:   * The Rx(s) will be placed on Beneficiary-Initiated Hold and will stop additional Ship Consent Calls. * The Rx(s) will be disenrolled from Auto-Refill/Renewal. If member wants to resume taking the medication, a new order will need to be placed. * The Rx(s) will not be included in the refill order. **Tool tip** **icon** will display in bottom left corner with message “**Rx’s set to Don’t Ship will not be included in this refill order**.” |
| **6** | Click **Continue** and follow the Refill Rx workflow to proceed to the Refill Rx- Supply on Hand screen. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) as needed to complete the order. |

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| Viewing Ship Consent Alerts in Compass |

To view Ship Consent Alerts, follow the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the Claims Landing Page, then click the **Mail Order History** tab. |
| **2** | Click the **Order Number**hyperlink.    **Result:**The Order Details screen displays. |
| **3** | Click the **Rx Alerts** tab:        **Notes:**   * Alerts will be listed by most recent first. * If there are no alerts, the following message displays: “No records found.” * Agent can filter search results by entering a **Start/End** date then clicking **Apply**. * Hovering over the **Create Date** will show creation details. |

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| Beneficiary Calls to Cancel Order Previously Consented For |

There may be situations when a beneficiary has called to consent to an order and then calls back (the same day) to cancel the order.

* Only the beneficiary or a legally documented representative may cancel an order or prescription.
* Check the status of the order in Compass. Refer to [Cancel Order or Prescription - Refill or New Prescription](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) for more information.

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| Adding/Removing Consent Required on Future Orders |

Perform the following steps to add or remove ship consent on all future orders.

**Note:**

* A check in the Ship Consent Hold box indicates Ship Consent Hold is active on the Mail Order Profile.
* When a client is not set up for Ship Consent, the Ship Consent Hold checkbox is disabled.

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| **Step** | **Action** | |
| **1** | From the Member Snapshot Landing Page, click the **Mail Order Profile**tab.    **Result:** Mail Order Preferences will display. | |
| **2** | Follow the steps below to either add or remove consent: | |
| **If…** | **Then…** |
| **Adding Ship Consent**    **Only** for beneficiaries who:   * Prefer to consent to every Mail order. * Are moving to an LTC facility and they do not need their mail order.      Do not enter a **Mail Order Alert** when beneficiary requests to consent to every mail order. | * Inform the beneficiary that ship consent will be required for **every** Mail Order.   **Note:** Opting into Ship Consent Hold affects **ALL** medications on the account.     * If beneficiary agrees, Click the checkbox to add Ship Consent.         **Result:** The **Are you sure** popup will display with a Ship Consent Hold Reason drop-down menu.   * Select the appropriate choice from the **Ship Consent Hold Reason** drop-down menu. * Member Preference * Client Required * Hospice * Long Term Care      * Click **Yes** to Add Ship Consent and continue to the next step. * Click **Cancel** to return to Maintain Patient Profile. |
| **Removing Ship Consent**    **Only** for Beneficiaries who:   * Have self-opted in * Have filled at least one RX using CVS/Caremark Mail Service Pharmacy under their current plan in the past twelve (12) months. * Have contacted us to advise they are no longer in an LTC facility. | When a client is set up for Ship Consent Hold, the Agent can uncheck the **Ship Consent Hold** checkbox to “turn off” Ship Consent Hold.     * Click the checkbox to remove ship consent.         **Result:** The **Are you sure** pop-up window will display with the following message “Are you sure you want to turn **OFF** the Ship Consent Hold for this member?”   * Click **Yes**to Remove Ship Consent and continue to the next step. * Click **Cancel** to return to Maintain Patient Profile. |
| **3** | Verify the update was successful:     * When update is successful, you will be taken back to the Mail Order Profile screen and the following message displays: “Ship Consent Hold Status was successfully changed”. * When the update is not successful due to system error, the following message displays: “An error has occurred. Please contact your System Administrator.” The **Ship Consent Hold** checkbox will reflect the Ship Consent Hold status prior to the attempted change. If error persists, contact Senior Team. | |

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| Ship Consent Requested Notifications | |
| Notifications can be sent via phone, email, or text. The method of notification is based on the beneficiary’s messaging preferences.  Only the Beneficiary/POA/Legal representative/Ship Counselor can makes changes to how Ship Consent Requested Notifications are received.  Beneficiaries that receive digital notifications (text/email) will NOT receive notification phone calls. Refer to [MED D - Expressed Consent (Ship Consent) Digital Portal Job Aid](../CMS-PRD1-097407).  Automated Ship Consent Requested Notificationsare sentto the beneficiary **after** a non-beneficiary-initiated prescription fill has been properly adjudicated for the first time and the beneficiary uses mail service.  The beneficiary **CANNOT OPT OUT** of Ship Consent Notifications as this is a CMS Mandate.  The Expressed Consent self-service line is available at **1-855-479-3662** orif the beneficiary would prefer to speak to a Representative, they can call Customer Care at **1-800-758-9431.** | |
| **Notification Type** | **Description** |
| Member receives phone notifications | The Welltock IVR outreach includes:   * Drug Names only and does not include other details of the Rx. * Advising the beneficiary their prescription is ready * Advising the beneficiary their consent is needed before the prescription(s) fill process can move forward. * Obtaining consent on the initial outbound call if the beneficiary answers.   1. Beneficiary is authenticated by verifying:      1. Name (First & Last)      2. DOB      3. Zip Code * Asking the beneficiary to call Customer Care if consent is not obtained on the automated outbound call   If the outbound Ship Consent Request Call fails to connect with the beneficiary, a message will be left asking for a return call to provide consent.   * Beneficiaries will see the following number display: CVS Caremark 1-866-730-7569. * A PIN number (7 digits) will also be provided. * The PIN number will access a message Lockbox so the beneficiary can consent as to whether they want the prescription to be filled.   **Notes:**   * The beneficiary can bypass the PIN if they call back on the same phone number and they only have **one** order with prescriptions on ship consent hold.   + The beneficiary will have two options: **Yes** to give ship consent or **No** to decline ship consent. * If the PIN number is required and it is entered incorrectly, the verification of the order is not complete, and the call is transferred to Customer Care. * If the beneficiary cannot receive the call in English or Spanish, the order(s) in question would move to indefinite hold and a notification letter is sent.   Ship Consent Calls are attempted four (4) times over a period of 2-3 days to the beneficiary’s primary phone number on file.  Only the beneficiary’s primary phone number on the MedD account will be used to obtain Ship Consent. |
| Member receives digital notifications (text/email) | The link within the Ship Consent Requested Notification email or text will be active for 72 hours. By using the link within their text/email, beneficiaries will notneed to call Customer Care to provide consent to release the order hold. However,members can **provide consent** and **release orders placed on Ship Consent Hold after the 72-hour window and the link expires.** This includes both Patient Denied Ship Consent (Reason code 31) and Patient Ignored Ship Consent (Reason code 32).  Beneficiaries that receive digital notifications (text/email) will NOT receive notification phone calls.  **Note:** The notification will contain a link to allow the beneficiary to authorize ship consent. This option will not require them to login or create an account.  Example of Consent to Ship once the link is clicked within the message: |
| Member receives written notification | A letter will be sent to the following beneficiaries:   * Not reached by enrolled message preference (phone, email, or text) after 4 attempts * Missing/wrong telephone number, email address, or zip code on file * On the vendor’s CVS Caremark Do Not Call list   The letter highlights the following details:   * Telephone outreach was not successful. * The beneficiary’s prescription is being held for patient’s consent to ship. * If the beneficiary does not respond, the order will not be shipped.   The beneficiary does have the option to request the medication be placed on hold.   * In this situation, a letter will be sent to the beneficiary verifying their choice.   + Theletter highlights the following details:     - A beneficiary’s prescription is on hold due to:       * A request received to hold a prescription **OR**       * A prescription for the same medication was recently filled.     - Advises beneficiary to contact **Customer Care** when they are ready to order this prescription.   Refer to [Compass - Viewing Communications.](../TSRC-PROD-056371) |

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| Ship Consent Requirements |

 If the **beneficiary** initiates the refill (Mail Order Form, IVR, Website or by an Inbound call), CMS sees this as **EXPRESSED Consent**.

Refer to the following:

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| **Scenario** | **Ship Consent Outcome** | |
| New Rx(s) not initiated by beneficiary and received directly from the Provider (via electronic prescribing / phone or fax). | * Ship Consent is **NOT** **required** if the medication has been filled at least one time under the current plan within the past 12 months. * Ship Consent **IS** **required** if this is the first fill under the beneficiary’s current plan.   Refer to [Processing Orders on Ship Consent Hold](#_Processing_Orders_on). | |
| The claim indicates the beneficiary’s residency is elected as Hospice or LTC/LTI. | Ship Consent **IS required**.  For more information, refer to the **Pharmacy** section of [MED D - Long Term Care (LTC)](../TSRC-PROD-027425). | |
| The beneficiary wants to provide a new or updated method of payment on an order awaiting Ship Consent. | Ship Consent **IS** **required**.  Advise the member adding a new method of payment or updating their current method of payment such as an expiration date will provide consent for the order to be shipped. | |
| When selecting a Specialty medication for Ship Consent, the Refill/Renewal Notifications pop-up displays the following message- “Rx not available for refill- Prescription is a specialty medication. Review CIF for next steps on filling”. | Mail Order Ship Consent is **NOT required** for Specialty prescriptions. Refer to the CIF to determine who handles the beneficiary’s Specialty medication. If client is handled by Caremark Specialty Warm Transfer to 800-237-2767. | |
| **Scenario** | **Action** |
| If Specialty Rx(s) and non-Specialty Rx(s) are selected | Click **Continue**.  **Result:** Specialty Rx(s) will automatically be removed from the Refill order. The Ship Consent Hold popup will display. Refer to [Processing Orders on Ship Consent Hold](#_Processing_Orders_on). |
| If only Specialty Rx(s) are selected | Click **Close**.  **Result:**  You will return to the **Mail Rx** tab. Specialty Rx(s) will be removed from the **Selected Rx(s)** section. |
| The beneficiary’s balance or copay is above $1000.  Note: If the beneficiary’s balance or copay is above $1000 the beneficiary will receive an outbound call to confirm. | Ship Consent **IS required**.   * The **Review the Following** popup will display * Verify the order and payment method being used. * Click the **Member authorizes the charges** checkbox. * Click **Place Order** to continue.   **Result:** The following message displays: “Order Placement was Successful”.  **Note:** Click **Cancel** if the beneficiary does not consent to the charge. | |
| The beneficiary initiates a New Rx Request or Refill via Mail Order Form, Customer Care, IVR, or Web Portal. | Ship Consent is **NOT** **required** for beneficiary-initiated prescriptions. | |
| During the Refill process, the beneficiary requests to add an Rx available for refill. | Ship Consent is **NOT** **required** for the prescription added during the refill process. | |
| Beneficiary mails a prescription to Mail Order. | Ship Consent is **NOT** **required**. | |

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| Frequently Asked Questions (FAQs) |

To address beneficiary questions, use the following FAQs:

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| **Expressed Consent Billing and Payment Questions** | |
| Why did I receive an invoice with my prescription order?    Isn’t my credit card/checking account on file for you to use? | There are many factors that could have contributed to the reason why you received an invoice. I apologize for any inconvenience this may have caused. I am more than happy to assist with your payment at this time.  Or  After some research, I see that your provider submitted new prescriptions for processing on your behalf. Because your provider is not able to verify your payment account on file, your order was shipped with an invoice. I apologize for any inconvenience this may have caused. I am more than happy to assist with your payment at this time. |
| **How Expressed Consent Affects Orders** | |
| I see a voided order on my account at Caremark.com.    Has my order been cancelled? | I’ll be more than happy to look into this for you. We have received consent for your order to start processing. The voided order you see is part of normal processing, please note a new order with the same prescription number(s) will be viewable shortly with a new order number. Your order will ship within 5 business days. |
| The beneficiary said the letter they received only mentioned one medication, but two were received.    Why didn’t the vendor attempt to contact the beneficiary about the other medication? | View the letter sent to the beneficiaryto verify which medications were listed on the letter. Refer to [Compass - Viewing Communications](../TSRC-PROD-056371).   * + The beneficiary should receive only **ONE** letter per order even if multiple medications are included in the order.   + The letter should only list drug name(s) of medications in the order that have been placed on Ship Consent Hold.     Refer to the [Viewing Ship Consent Alerts in Compass](#_Viewing_Ship_Consent)section of this documentto confirm how many contact attempts have beenmade to the beneficiary about each prescription and the respective outcomes. |
| What if a medication goes through adjudication and requires a PA?    How does this play in the role of consent? | The process will not change from what it is today.  The PA will need to be satisfied before the call for Ship Consent will be made. |
| **Who Can Handle Expressed Consent Calls?** | |
| If the IVR system routes a MedD call to a Commercial agent, will the Commercial agent transfer the call? | Yes, Commercial Customer Care reps will warm transfer **ALL** Med D call types to the appropriate Med D Care phone number.    This applies to Commercial CCRs that are only skilled to take Commercial calls. It does not apply to EGWP CCRs. |
| Do I need special access in Compass to process an order on Ship Consent Hold? | There is no special MedD access needed in Compass to process an Order on Ship Consent Hold.  Compass will display a **Ship Consent icon**  next to the Rx number in the table for Rx’s requiring Ship Consent on the Mail Rx Tab. |
| My phone number is on the Do Not Call list, how can I be notified about consent? | If the beneficiary does not want text or email, advise that a letter will be sent. This may delay the order as they must wait to receive the letter before they know to provide consent. |
| **Why do beneficiaries have to provide Ship Consent?** | |
| Why do we have to authorize each order? | This requirement is mandated by the Centers for Medicare and Medicaid Services (CMS) for ***ALL*** Medicare Part D plans; it is not specific to the client.  This is to ensure that you are only getting medications you need.  If you have stopped taking medications or changed the way you are taking them since your last order, this will give you an opportunity to decline the order and, if needed, get a new prescription to reflect the changes in how you are taking the drugs. |
| **Who can provide Ship Consent?** | |
| Can the Beneficiary/POA/Legal Representative give consent? | **Yes** the Beneficiary/POA/Legal Representative can provide consentfor a prescription/order on Ship Consent Hold.  Appropriate documentation **MUST** be confirmed prior to obtaining consent.  Before speaking to specific Rxs on Ship Consent Hold:   * First attempt to have the beneficiary verify the names or Rx # of the drugs. * If the beneficiary asks what medications are on hold and is struggling to provide a drug name for verification, disclose the names of those medications because the beneficiary is calling for **their** medication. |
| Can a Third Party Caller give consent?  **Examples:** Spouse, Child, Neighbor, Long Term Care Nurse. | **Yes IF** the caller verifies the Rx # or Rx name.  **No IF** the caller asks what medications are on hold and is struggling to provide a drug name for verification. |
| Can a Provider give consent? | **No** unless the Prescriber is the beneficiary.  Prescribers **cannot** provide consent for prescriptions they ordered. This would defeat the intention of Expressed Consent. |
| **Returned Goods** | |
| Can an order be returned if Ship Consent was obtained? | Standard Returned Goods processes apply for any orders shipped **after** Expressed Consent has been provided. |
| Can an order be returned if it was filled through the Automatic Refill/Renewal program? | The Centers for Medicare and Medicaid (CMS) requires that CVS Caremark offer a full refund to the Beneficiary for any unwanted or unneeded prescriptions refilled through the Automatic Refill Program, regardless of whether the medication is returned by the Beneficiary (or by a representative of the Beneficiary), unless the prescription has been either partially or fully consumed. |
| Can an order be returned if consent was bypassed?  **Example:**  Member did not provide ship consent and the order shipped out. | It is a CMS requirement under this exception to allow a beneficiary unlimited returns/refunds for orders containing unused medications, where consent was not provided, and the beneficiary states that the drug(s) is not needed or not wanted.    If a beneficiary advises they would prefer to require consent for **all** Mail orders not requested by them, update the beneficiary’s profile.  Refer to the [Adding/Removing Consent Required on Future Orders](#_Adding/Removing_Consent_Required) section of this document. |

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| Resolution Time |

This will vary based on the beneficiary’s response to the Ship Consent Requested Notifications and/or the type of hold on the prescription.

Once consent has been received, the order will ship within 5 business

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| Related Documents |

Refer to the “Grievance Standard Verbiage (for use in Discussion with Beneficiary)” section in the appropriate work instruction linked to from [Compass MED D - Grievances Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70034f51-77df-49a4-ae97-7d3d63b216b3).

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:**[Abbreviations / Definitions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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