# Compass MED D - How to Identify a Coverage Determination (CD) on Member’s Account

[Compass Research Process](#_Toc152750296)

[Related Documents](#_Toc152750297)

**Description:** This document describes how a Customer Care Representative (CCR) can identify if there is an existing Coverage Determination on a member’s account.

If an active PBO/Prior Authorization is in the system for the drug (ex. A Clinical PA), refer to [Compass - Entering Override When a Prior Authorization File 050033](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5181ac2a-5db5-4f45-9e7d-bb603ba05244) as needed.



|  |
| --- |
| Compass Research Process |

The information and screenshot below provide indicators to look for to determine if there is an existing PA on the account:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Locate the rejected claim in the **Claims** table on the Claims Landing Page. | |
| **2** | In the **Reject Code** column, locate the Rejection code and verify if the claim is rejecting for **Refill-Too-Soon**. | |
| **3** | Click the **Rx #** hyperlink.  **Result:**  The **Claim Details** screen displays. | |
| **4** | Determine if Compass shows a PA on file for the medication:   * From the Claim Details **Prescription Details** tab, check if an **Override ID** number is on the claim (copy and paste into notepad). * From the Claim Details **Messaging** tab, check to see if a PA is on file the claim.      * From the Claims Landing Page, click the **Override/PA History** hyperlink in the **Quick Actions** panel to review the Override/PA History screen. | |
| **5** | On the Override/PA History screen, verify if there is a PBO with the **Override ID** that matches the claim (check the Override ID that you copied into notepad from the above step). | |
| **If a PA is…** | **Then…** |
| **In the System** | If the CIF allows override, refer to [Compass - Entering Override When a Prior Authorization is on File 050033](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5181ac2a-5db5-4f45-9e7d-bb603ba05244) as needed. |
| **Not in the System** | If CIF allows override, proceed with entering the override. Refer to the appropriate work instruction as needed: [Compass – Plan Benefit Override (PBO) at Retail 061703](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c603121d-bba5-4ec2-97ab-5b047f1c3ab1)  [Compass - Plan Benefit Override (PBO) and Early Refill at Mail Order 061702](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f90d2d18-98d1-4ba4-b8c1-9138922c065d) |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**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](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**