# Compass MED D - When to Transfer Calls to Clinical Care Services Clinical Counseling

[Call Types Handled by the CCR](#_Toc139974271)

[Clinical Care Services Clinical Counseling Assistance](#_Toc139974272)

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**Description:**Use to handle a clinical inquiry from a beneficiary and decide when to take ownership of a beneficiary call and when to Transfer to Clinical Care Services (CCS) Clinical Counseling.

For contact numbers and hours of operations, refer to [Departments & Programs (Phone, Addresses & Hours) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

**** **Do NOT** provide the Clinical Care Services Clinical Counseling phone number to the beneficiary at any time. All beneficiary calls should be directed through Customer Care.

**Note:** If the beneficiary is requesting a specific manufacturer, refer to [Compass - Requests for Specific Generic Manufacturer In and Out of Stock Process (062781)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d7bd64bc-a539-41b6-8928-3a1a02900560).

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| Call Types Handled by the CCR |

The first resource for assistance should be the Senior Team or a Supervisor. A Transfer to Clinical Care Services Clinical Counseling should only be made when the call is clinical in nature.

* **Order Status/WIMO (Where Is My Order)**
  + **Note:** Order Status inquiries can only be addressed by Customer Care; Clinical cannot answer Order Status inquiries. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).
  + **Reminder:**  Questions regarding Order Status should be directed to Senior Team or a Supervisor.
* **Order Conflicts**
  + **Note:** Do not contact Clinical Care Services Clinical Counseling regarding non-clinical conflicts (**Example:** AAD, CCA, CCP, CTS, EA, ELG, FRM, FRP, MDB, PAF, PAR, PLN) as they will not be able to speak to the outcome of the conflict.
* It may be appropriate to engage Clinical Care Services Clinical Counseling in cases where an order is changed or placed on a Delayed Prescriber Response because of clinical divert. Refer to [Compass Med D - Delayed Prescriber Response/Prescriber Hold Process (062817)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3765ad2a-880b-4e2b-a46c-74c724792140).
  + **Examples** include, but are not limited to:
    - Resolved Interventions diverts
    - Drug Allergy alerts
    - Drug Age Precautions
    - Drug Gender diverts
    - Drug Requires Diagnosis
    - Drug to Drug Interaction
    - Drug / Medical Condition
    - Therapeutic Duplications aka Duplicate Therapy

**Note:** Duplicate Therapy caused by “Too Soon to Refill” is handled by CCR.

* + - Low and High Dose alerts

* [Backorder List / Not in stock (NIS) (056311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4278c28c-23f7-4dc8-952c-21393ec5ad8d)
  + Balance Adjustments/Payments (**Does not include AME adjustments**)
  + Refer to [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764)
* [Compass - Bridge Supply](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b)
* [Bulk Ups](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a11f9225-37ee-4af0-83bf-7d492b2006cf)
* [Canceling Prescriptions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02) / [Order in Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98a7a9d6-b7fc-4471-9168-f6e3c3d2a14a)

* [Changebacks in Process](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe)
* Copay or Coverage Questions
* [Damaged Orders](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b)
  + **Note:** Request a reshipment of crushed or broken tablets / capsules without contacting CCS is allowed if the beneficiary does not have questions regarding the safety or stability of the order in question.
* If the beneficiary is questioning the safety or use of the order, Care should Transfer to the Clinical Care Services Clinical Counseling Team
* If the beneficiary has a question as to the stability of the order from a temperature standpoint (**Example:** Too hot or too cold), Transfer to the Clinical Care Services Clinical Counseling Team
* Eligibility
* Formulary Questions
  + **Note:** If the nature of the call becomes clinical, such as the beneficiary having an inquiry related to drug ingredients, potential adverse effect(s) of the alternatives, then Transfer to the Clinical Care Services Clinical Counseling Team.
* [Lost in Transit](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) (LIT / Reships)

* [Maintenance Choice Validation](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d)
* Managed Drug List
* [Order/Rx hold request](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3)
* Plan Design and Plan Design Issues
* [Compass MED D - Coverage Determinations and Redeterminations (Appeals)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=044a0a49-8050-4303-98a7-edf9cfda6065)
  + **Note:** Coverage Determination (CD) questions should **NOT be transferred** to Clinical Care Services Clinical Counseling. For CD questions, follow the appropriate CD procedure.
* [Returned to Participant / Member (RTP)](CMS-2-008384) and [Discontinued Prescriptions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a0396fd5-8224-4c89-b673-49071e64cab1) **-** Handle calls concerning the following topics. **These should NOT be Transferred to Clinical Care Services Clinical Counseling**:
  + Plan Design
  + Managed Drug List
  + Eligibility / Payment
  + Coverage Determination Status
  + Too Soon to Fill
  + Future Fill
* [Shorted Quantity](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b)

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| Clinical Care Services Clinical Counseling Assistance |

The list below identifies the only types of calls that should be transferred with Clinical Care Services Clinical Counseling. Be certain the call fits one of the below categories.

**Note:** If uncertain if Clinical should be contacted, first consult your Senior Team or Supervisor.

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| **Call Topics** |
| Alleged Translation or Dispensing Errors (Wrong Medication, Wrong quantity, Wrong Patient) |
| Brand v. Generic Differences (no price quotes) (Refer to [Prescription Verification](CMS-2-008134)) |
| Clinical questions from Doctors’ Offices |
| Compound Clinical Inquiries (no price quotes) |
| [Controlled Substance Laws](CMS-2-004776) |
| Drug Interactions |
| Drug Recalls |
| Drug Usage |
| Ingestion of wrong medication  **Note:** If beneficiary refuses or cannot wait on the line for a Pharmacist, proceed to Transfer to Clinical Care Services Clinical Counseling and provide detailed summary of what the beneficiary has reported. Pharmacist can provide outreach call depending on the level of urgency. In either case, Care rep should document call in Case Comments. If after Clinical hours, follow the [Compass - Clinical Counseling Pharmacist After Hours Process](TSRC-PROD-057978). |
| Instructions for disposing of unused medication. For example, can it be placed in garbage or flushed down toilet? |
| Beneficiary Requests to speak with RPh (Pharmacist)  Refer to [Compass - Member Counseling by Pharmacist (Clinical Inquiry) (062780)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1a70bedf-a141-40f0-929b-9bef6d8c2e7c) |
| NDC Numbers |
| OTC drugs and Nutritional Supplements |
| Product (Pill) Identification |
| Request to change the language on medication bottles that have already shipped |
| Rx Transfers refer to [Compass - Prescription (Rx) Transfer](TSRC-PROD-053932) |
| [Prescription Verification](CMS-2-008134) / Interpretation   * Member name * Medication name, strength, directions, quantity, refills, DAW * Prescriber name, date written |
| Returned to Participant (RTP) and Discontinued Prescriptions because of the following ONLY:   * Drug-Drug Interactions * Duplicate Therapy * High Dose Alert * Drug/Medical Condition * Allergy Alert * C-2 Protocol |
| Side effects / Adverse reactions |
| Storage / Stability |
| Therapeutic Equivalents |
| Updates to a patient profile for Allergies or Health Conditions only |
| Zika Virus |

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| 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/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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