# Compass MED D - Automatic Refill Program (ARP)

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**Description:** The Automatic Refill Program (ARP) allows beneficiaries to receive prescription refills and renewals of maintenance drugs automatically. This is a benefit provided free of charge to beneficiaries and is available to all beneficiaries unless the client specifically opts out of the program. Certain medications such as controlled substances, specialty drugs, and others are excluded from enrolling in the program and, therefore, will not be eligible for automatic refills.

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| **Reminders** |

The Automatic Refill Program allows beneficiaries to receive prescription refills and renewals of maintenance drugs automatically. This is a benefit provided free of charge to beneficiaries and is available to all beneficiaries unless the client specifically opts out of the program.

**Note**: Beneficiaries may not know they are eligible for this benefit. Additionally, some clients can select only refills, only renewals or both.

Customer Care will offer/recommend the Automatic Refill Program when:

* The beneficiary asks about automatically refilling their prescriptions, OR
* The beneficiary has prescription history at Mail Order.

Some **Medications** are **NOT** eligible for enrollment in **ARP**:



* **Medications** covered by certain **Government Payers** such as **Medicare Part B**
* **Specialty**
* **Compound**
* **Controlled Medications**

 The Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the first time under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills. In these cases, the beneficiary will **NOT** receive automatic refill notifications, but will instead receive consent to ship alerts.

For information about Carrier to Carrier moves and their impact on ARP, refer to [Compass - Transfer Existing Rx to Another Account (Carrier-to-Carrier/Open Rx Transfer)](C:\\Users\\C337799\\Downloads\\TSRC-PROD-057128)(057128).

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| **Enrollment Criteria** |

To enroll in the Auto Refill Program (ARP), a member must have:

* A shipping address on file.
* Messaging Platform (MP) selected for Order Status alerts. Ask for email address, if not on file.
* Secure Message Center alerts.
* Form of payment is preferred, but not required. However, if the cost of the medication is over the maximum balance allowed, payment is required for the medication to ship.

**Note:** The beneficiary is not required to be enrolled on Caremark.com.

Offer/recommend Auto Refill only when:

* The opportunity is listed under Opportunities in Compass. Refer to [Compass - View and Present Opportunities from the Health Engagement Engine (HEE)](file:///C:\Users\C337799\Downloads\TSRC-PROD-053429).
* The beneficiary asks about automatically refilling their prescriptions. For assistance, refer [Compass - Auto Refill Program (ARP) Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-057858).

**Refer to the following additional documentation as needed:**

* [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications](file:///C:\Users\C337799\Downloads\TSRC-PROD-054195)
* [Compass MED D - Address Changes and Out of Area (OOA)](file:///C:\Users\C337799\Downloads\TSRC-PROD-061760)
* [Compass - Add / Edit / Delete Email Address](file:///C:\Users\C337799\Downloads\TSRC-PROD-053409)

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| **Alert Notifications** |

**Automatic Refill Orders:**

* A first alert is sent 23 days before the calculated date the beneficiary will run out of medication (OR the first alert will be sent when the auto-refill order is created and placed into the Holding period).
* A second alert is sent 6 days later or 17 days prior to the refill date.
* The beneficiary has 16 days to cancel the automatic refill request.
* The order releases from the holding period and begins processing 7 days before the beneficiary will run out of medication.

**Automatic Renewal Orders:**

* A first alert is sent 23 days before the calculated date the beneficiary will run out of medication (OR the first alert will be sent when the auto-refill order is created and placed into the Holding period).
* A second alert is sent 6 days later or 17 days prior to the refill date.
* The beneficiary has 16 days to cancel the automatic refill request.
* Approximately 10 days after the first alert (OR 10 days after the auto-renewal order created), a systematic attempt to contact the doctor for the renewal will occur.
* The order releases from the holding period and begins processing 7 days before the beneficiary will run out of medication.

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| **Enrolling a Beneficiary’s Prescriptions in Auto Refill while Placing an Order** |

The Auto Refill Program (ARP) is a benefit focusing primarily on maintenance medications. Certain medications such as controlled substances, specialty drugs, and others are excluded from enrolling in Auto Refill and therefore will not be eligible for Auto Refill.

To ensure continuous therapy for the plan beneficiary, the best opportunity to enroll a plan beneficiary’s prescription(s) into Auto Refill occurs during a prescription refill call. Enrolling a plan beneficiary’s prescriptions into Auto Refill can be performed:

While placing a refill order, submit the prescription refill request first and then enroll the prescription in ARP.

 If the prescriber does not respond to our direct Auto Refill fax, Compass has been updated to identify the new order by the GPI number. This should ensure the beneficiary’s prescription remains in ARP.

 The beneficiary must receive Bridge Supply orders prior to enrolling medication in ARP; this includes Bridge Supply orders on Future Fill for a later date.

Do not enroll in Auto Refill at the same time a Bridge Supply is requested; doing so will delay the order.



 Starting in January 2020, the Centers for Medicare and Medicaid (CMS) only requires beneficiary consent for automatic refill orders that are shipping for the **first time** under a new plan and the beneficiary does not have any mail order history under the new plan, or the beneficiary has specifically requested consent attestation for prescription refills.In these cases the beneficiary will **NOT** receive automatic refill notifications, but will instead receive consent to ship alerts.

**Notes:**

* Prescriptions that are from Prior PBMs or moved from other plans are not eligible for Auto Refill until they have been filled under the new plan.
* When a new prescription is received and is too soon to fill, it is located on the **Mail Order History** tab. It will not be eligible for ARP until it has been filled once. The member will then be able to see it and enroll on Caremark.com once it has been filled.

**Reminder:** Review all RXs on file with the beneficiary to ensure they wish to enroll in the program.

Perform the steps below to enroll a beneficiary’s prescriptions in ARP while placing an order:

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| **Step** | **Action** | |
| **1** | Navigate to the **Claims Landing Page** and click the **Mail Rx** tab.    **Result:** Mail Order Prescriptions will display. | |
| **2** | Verify the Rx#(s)and Drug Name(s)that need to be refilled and that the beneficiary wants to be enrolled in ARP, then click the applicable **Rx#** checkbox(es). Once all Rx#(s) are selected, click **Add to Selected Rx(s)**.        **Notes:**   * To enroll an Rx in ARP, the status in the **Auto-Refill/Renewal** column will need to display as **Not Enrolled**. * If the **Rx #** does not appear in the table, use the **Search by** **Rx #**, **Show Last**, or **Date Range** fields to filter Mail Rx on the beneficiary’s account. * If the Rx is out of refills,  agent will need to submit a New Rx Request to enroll the medication in Auto Refill/Renewal. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706).     **Result:** Rx(s) will be added to the **Selected Rx(s)**section. | |
| **3** | Click **Refill/Renewal** to proceed with the Refill.        **Result:**  The Refill Rx - Supply on Hand screen displays. | |
| **4** | Confirm that the beneficiary has at least 5 days supply of each medication on hand.     * If the beneficiary does NOT have more than a 5 days supply of all medication(s) on hand, refer to [Compass - Bridge Supply](file:///C:\Users\C337799\Downloads\TSRC-PROD-056367). * If the beneficiary has more than 5 days supply of all medication(s) on hand,click the **Select All** checkbox, then click **Next** and proceed to the next Step.         **Result:** The Refill Rx - Auto Refill/Auto Renewal Enrollment screen displays. | |
| **5** | In the **Program Enrollment** section, use the checkboxes in the **Auto-Refill** and **Auto-Renewal** columns to enroll or disenroll medication(s) from ARP.     * If the prescription recap is incorrect, click **Previous** to return to the **Mail Rx** tab and select a different Rx.      * Once a checkbox is selected for either Auto Refill or Auto Renewal the Member Settings section will be displayed.      * If the **Similar Rxs** modal displays, verify with the caller which Rx(s) to enroll or disenroll, then click **Continue**.           **Notes:**   * The system will disable the **Auto-Refill/Renewal** checkboxes if any prescription is ineligible for ARP. * Review the **(i)** icon for an important message regarding Obtaining a New Rx Request. | |
| **6** | Verify the information in the **Member Settings** section.     * If any error messages display in red font in the **Member Settings** section, verify that all required fields are completed for all members when enrolling in ARP.         **Note:**  The **Member Settings** section will NOT be displayed on this page if:   * A checkbox is not selected for Auto Refill or Auto Renewal. * Any prescription is ineligible for ARP. * A participant is Restricted.     Refer to the following situations as needed: | |
| **If…** | **Then…** |
| Speaking to the beneficiary and the Default Shipping Address or Default Payment needs to be updated | * Click the applicable **Update** button. * Make the update. * Click the **Refresh for Updates** button.   **Result:** The updated information will display in the **Member Settings** section.    **If MOR default address is incorrect, only the beneficiary or POA/Legal Representative (Guardian) can update their default address. Authorized party callers cannot add or change a permanent mail address.**  **Disclaimers:**   * All of the beneficiary’s prescriptions that are enrolled in the program must be shipped to one primary address.   + The shipping address is assigned at the member level, not the prescription level.   **Example:** If a beneficiary asks that one prescription be shipped to their home address, but another be shipped to their work address; **this is not an available option for the Automatic Refill Program.**   * + The beneficiary needs to choose between having both prescriptions sent to either their home or work address, **OR** only enrolling one prescription in the Automatic Refill Program and manually ordering the other. |
| The beneficiary’s spouse provided verbal consent for ARP and the Default Shipping Address or Default Payment needs to be updated | * Return to the Member Snapshot Landing Page, make changes to the Default Shipping Address or Default Payment Method on file, and then return to the **Mail Rx** tab to complete the order.   + Refer to [Compass - Add / Edit / Delete Mailing Address](file:///C:\Users\C337799\Downloads\TSRC-PROD-053255) and [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](file:///C:\Users\C337799\Downloads\TSRC-PROD-056289) as needed. * When you return to the Refill Rx – Auto-Refill/Auto-Renewal Enrollment screen, the updated information will display in **Member Settings** section. |
| Messaging Preferences need to be updated | * Return to the **Claims** tab, make changes to the Messaging Preferences on file, and then return to the **Mail Rx** tab to complete the order.   + Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications](file:///C:\Users\C337799\Downloads\TSRC-PROD-054195) as needed. * When you return to the Refill Rx – Auto-Refill/Auto-Renewal Enrollment screen, the updated Messaging Preferences information will display in the **Messaging Preferences** panel of the **Member Settings** section. |
| **7** | After verifying the information in both the **Program Enrollment** and **Member Settings** sections, proceed as follows:     * To exit the request, click **Cancel**. * To return to the **Mail Rx** tab and select different Rx(s), click **Previous**. * If all information is correct, click **Next**.     **Result:** The **Refill Rx - Verify Screen** displays.Refer to **Refill Process** Step 7 of [Compass - Mail Rx Refill/Renewal (Order Placement)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) to complete the Refill reques**t**.    **Note:** The **Next** buttonwill be disabled if required information is missing in the **Member Settings** section. | |
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| **Enrolling or Disenrolling Auto Refill without Placing an Order - Auto Refill/Auto Renewal Maintenance** |

If the beneficiary has selected Telephone Calls and or Text Messages as the preferred method for messaging alerts, they will receive written notification 30 days in advance of the anticipated ship date (in addition to their standard MP Messaging). The letter will contain an Opt-Out Form.



 **Note:** Disenrolling from Auto Refill or Auto Renewal may place in-process orders on indefinite hold. Check Order Details (from Mail Order History) to determine hold status. For additional information, review [Compass - Auto Refill Program (ARP)(056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c).

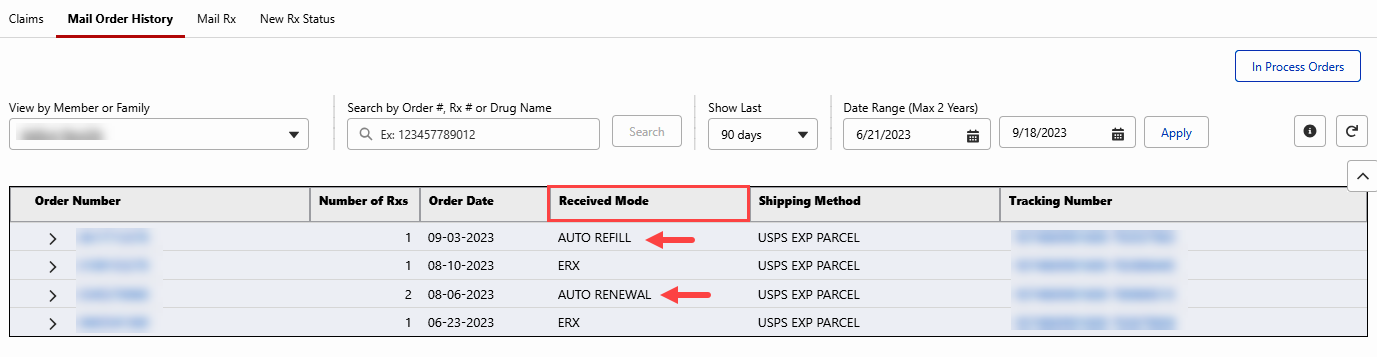
Perform the steps below to enroll a beneficiary’s prescriptions in ARP without placing an order:

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| **Step** | **Action** | |
| **1** | Navigate to the **Claims Landing Page** and click the **Mail Rx** tab.    **Result:** Mail Order Prescriptions will display. | |
| **2** | Click either the **Auto-Refill/Renewal** button or in the **Auto-Refill** and **Auto-Renewal** column, click any hyperlink labeled **Eligible,** **Ineligible,** or **Not Enrolled**.    **Note:** Hovering over the **Ineligible** hyperlink will show the reason for ineligibility.        **Result:**  The Auto-Refill/Auto-Renewal Maintenance screen displays. | |
| **3** | Select the checkbox of Rx(s) the beneficiary would like enrolled or disenrolled into Auto-Refill/Renewal. Compass will highlight the selections made in yellow.    **Notes:**   * If the **Similar Rxs** popup displays, verify with the caller which Rx(s) to enroll or disenroll, then click **Continue**. * If any error messages display in red font in the **Member Settings** section, verify that all required fields are completed  when enrolling in ARP.   + See example screenshot below. * If the **Rx #** does not appear in the table, use the **Search by** **Rx # or Drug Name**field to filter Mail Rx on the beneficiary’s account. * The system will disable the **Auto-Refill/Renewal** checkbox(es) if any prescription is ineligible for ARP.          * Click **Save Changes** to save any selection(s)/deselection(s) made on the Auto-Refill/Auto-Renewal Maintenance screen.     **Result:**Once successfully updated, the following message displays: “Auto-Refill/Auto-Renewal enrollment changes were saved.”     * Click **Cancel** to exit the Auto-Refill/Auto-Renewal Maintenance screen.     **Note:** If the agent has made changes and has not clicked **Save Changes**, a popup will display if the agent clicks   * + **Cancel**.          * + - Click **Continue Editing** to dismiss the popup.     - Click **Discard Changes** to close the Auto-Refill/Auto Renewal Maintenance screen.     Refer to the following situations as needed: | |
| **If…** | **Then…** |
| Speaking to the beneficiary and the Default Shipping Address or Default Payment needs to be updated | * Click the applicable **Update** button. * Make the update. * Click the **Refresh for Updates** button.   **Result:** The updated information will display in the **Member Settings** section. |
| The beneficiary’s spouse provided verbal consent for ARP and the Default Shipping Address or Default Payment needs to be updated | * Return to the Member Snapshot Landing Page, make changes to the Default Shipping Address or Default Payment Method on file, and then return to the **Mail Rx** tab to complete the order.   + Refer to [Compass - Add / Edit / Delete Mailing Address](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) and [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d) as needed. * When you return to the Refill Rx – Auto-Refill/Auto-Renewal Enrollment screen, the updated information will display in **Member Settings** section. |
| Messaging Preferences need to be updated | * Return to the **Claims** tab, make changes to the Messaging Preferences on file, and then return to the **Mail Rx** tab to complete the order.   + Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6) as needed. * When you return to the Refill Rx – Auto-Refill/Auto-Renewal Enrollment screen, the updated Messaging Preferences information will display in the **Messaging Preferences** panel of the **Member Settings** section. |
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| **Checking the Status of an Automatic Refill Order** |

When an order for a prescription enrolled in the Automatic Refill Program is generated in the system, it displays on the **Claims Landing Page** under the **Mail Order History** tab in Compass and can be easily identified by the **Received Mode** “AUTO RENEWAL**”** or **“**AUTO REFILL**”**.



When a beneficiary is enrolled in the program, CVS Caremark will notify the beneficiary **twice** prior to processing and shipping any automatic refills of prescriptions. Beneficiaries choose to receive notifications by email, phone call or text message via the Caremark Messaging Platform (CMP). When the notification goes out, CVS Caremark waits a set number of days prior to processing the order. This time frame ensures beneficiaries who no longer want the prescription to be filled are able to cancel the order.

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| **Program** | **Rx Days Supply** | **Beneficiary Notification Date** | **Federal Trade Commission (FTC)**  **Holding Period** | **Date Order Begins Processing** |
| Auto Refill | 0-89, 91-366 | 23 days prior to the refill date | 16 days | 7 days prior to running out of medication |
| Auto Refill | 90 |
| Auto Renewal | 0-366 |

**Note:** Federal Trade Commission Hold is the number of days an automatic refill is held in Future Fill Hold during which time the order can be changed or cancelled in Compass or on Caremark.com.

**Refer to:**

* [MED D - Initial Automatic Refill Member Letter](file:///C:\Users\C337799\Downloads\TSRC-PROD-026601)
* [MED D - Initial Automatic Renewal Member Letter](file:///C:\Users\C337799\Downloads\TSRC-PROD-026602)
* [MED D - Follow-Up Automatic Refill Member Letter](file:///C:\Users\C337799\Downloads\TSRC-PROD-026603)
* [MED D - Follow-Up Automatic Renewal Member Letter](file:///C:\Users\C337799\Downloads\TSRC-PROD-026604)

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| **Canceling an Automatic Refill Order** |

Beneficiaries are given the opportunity to cancel an automatic refill order before it is processed. The order can be cancelled via Caremark.com or by calling Customer Care, or by mailing in a cancellation form (which can be downloaded from portal). CMP notifications handled through the IVR forwards the call to Customer Care if the beneficiary selects the option to cancel the order.

**Note:** Canceling an automatic refill order removes/un-enrolls the prescription from the Automatic Refill Program. If the beneficiary needs to fill the prescription in the future, they will need to manually initiate the request.

 **Note:** Disenrolling from Auto Refill or Auto Renewal may place in-process orders on indefinite hold. Check Order Details (from Mail Order History) to determine hold status. For additional information, review [Compass - Auto Refill Program (ARP)(056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c).

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| **Step** | **Action** | |
| **1** | Follow the standard procedure for [Compass - Cancel or Remove a Prescription (Rx) from an Order](file:///C:\Users\C337799\Downloads\TSRC-PROD-056363).  **Note:** You must CANCEL the entire order. Do NOT place the prescription on indefinite hold. If the caller does not want to cancel the entire order, refer to the [Enrolling or Disenrolling Auto Refill without Placing an Order - Auto Refill/Auto Renewal Maintenance](#_Enrolling_or_Disenrolling) section above. | |
| **2** | Advise the beneficiary that the **prescription will be removed** from the Automatic Refill Program.   * If the prescription is needed in the future, the plan beneficiary needs to manually initiate the request, either by placing an order through the IVR, Caremark.com, or by calling Customer Care. * For prescription renewals, a new prescription can be mailed or faxed in by the prescriber. * The prescription can then be re-enrolled in the Automatic Refill Program at that time. | |
| **If…** | **Then…** |
| Prescription was in the Automatic Refill Program and the fax request for a renewal prescription was sent to the prescriber, but the prescriber did not respond | * Advise the beneficiary to notify their prescriber that they no longer need the prescription and should not respond to the fax request. * Add an Alert to ensure that if the prescriber does respond later, the prescription will not be filled. Refer to [Compass - Viewing, Adding, and Editing Alerts](file:///C:\Users\C337799\Downloads\TSRC-PROD-054194). |

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| **Messaging Platform (MP) Notifications for AutoFill** |

* When an ARP order is generated, it is placed into Future Fill and the MP notification is sent to the beneficiary.
  + Beneficiaries should be encouraged to select **Email** as the preferred method of contact for these notifications if they do not wish to also receive written communications via mail notifying them of their Auto Refill. Ask for email address (if not already on file).
  + If the beneficiary has selected Telephone Calls and or Text Messages as the preferred method for receiving notifications, they will receive written communication 30 days in advance of the anticipated ship date (in addition to their standard MP Messaging). The letter will contain an Opt-Out Form.
  + Refunds will be issued for late cancelations via the form if the form was received within the timeframe documented on the form if the request was not completed by offline support on-time.
* Auto refill orders will use different days’ supply criteria to determine when the next automatic refill order should begin.
* All Auto Refill orders will start 23 days prior to the beneficiary running out of medication.
* Prescribers are contacted for all auto renewal orders after the order releases from the FTC holding period. The prescriber is given a 8 days to respond before placing the prescription into doctor hold.

The Messaging Platform (MP) notification timing depends on the delivery method selected by the member:

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| **If the member has selected…** | **Then…** |
| **Email** as the delivery method for ARP notifications | MP allows **sixteen (16)** days for the member to cancel the order if it is no longer needed.    Notifications will be sent to the member based on the time schedule below for Auto Refill:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to beneficiary running out of medication. |
| **Telephone Calls** or **Text Message** as the delivery method for ARP notifications | The beneficiary will receive a phone call or text message 23 days in advance of their auto refill.    Notifications will be sent to the beneficiary based on the time schedule below for Auto Refill:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to beneficiary running out of medication. |

**Note:** Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications](file:///C:\Users\C337799\Downloads\TSRC-PROD-054195) for more information.

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| **Returned Goods** |

If a beneficiary returns two Auto Refill prescriptions within a rolling one-year time period without a valid reason (i.e., error made by CVS Caremark), the beneficiary will be restricted from using the program in the future.

* The beneficiary will receive a letter stating that they have been removed from the program and will need to manually request their prescription refills in the future.
* Compass displays the message PARTICIPANT RESTRICTED, and all checkboxes for eligible prescriptions will be disabled, preventing them from being enrolled in the program.

**Note:** As a general rule, no credits will be issued for returned orders. Refer to [Compass MED D - Return Order for Refund - Copay Credit (Formerly Mail Tag Request) CCR & Senior Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc105707-608c-4fe5-a6f0-bfc9b4fc20ad).

If a call becomes escalated because a beneficiary has been restricted from the program and wants to discuss re-enrollment in the program, complete an **Offline Refill** Support Task in Compass using the **Create Support Task** button. Refer to [Compass - Offline Refill](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed).

Include the following information:

* Message “Forward request to PS Supervisor”.
* Reference the program and the reason for requesting removal of the restriction.
* Reason the medication was returned by the beneficiary.

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| **Changes in Prescriber or Medication** |

If a beneficiary indicates that they have a new prescriber or their medication has changed (new drug, strength, dosage, etc.) for a prescription currently enrolled in the Automatic Refill Program, perform the following steps:

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| **Step** | **Action** |
| **1** | Un-enroll the prescription in question from the program.   * Refer to [Enrolling or Disenrolling Auto Refill without Placing an Order - Auto Refill/Auto Renewal Maintenance](#_Enrolling_or_Disenrolling). |
| **2** | Offer the FastStart program to obtain a new prescription. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](C:\\Users\\C337799\\Downloads\\TSRC-PROD-054208). |
| **3** | Educate the beneficiary on the ARP opportunity if the **Auto Refill** and/or **Auto Renew** checkboxes are present and available.        The Automatic Refill Program allows you to automatically receive prescription refills at the appropriate time, without having to manually place the order with us. And we’ll contact your prescriber for a new prescription when your  current one runs out of refills or expires.    Refer to the **Questions & Answers** section of the [Compass - Auto Refill Program (ARP) Job Aid](file:///C:\Users\C337799\Downloads\TSRC-PROD-057858) for answers to general program questions and FAQs.    **Note:** Anyone who is fully authenticated and is authorized to order a refill for a beneficiary, can enroll or un-enroll a beneficiary in the Automatic Refill Program.     * In order to protect patient privacy, the caller must positively identify (without being prompted by the CCR) all medications by Rx name and/or Rx number that they would like to be enrolled or un-enrolled for the beneficiary. * Refer to [Compass - Guided Caller Authentication](file:///C:\Users\C337799\Downloads\TSRC-PROD-050163) to determine who is authorized to request a refill on behalf of the beneficiary. * If the prescriber does not respond to our fax for a renewal prescription, Compass has been updated to identify the new prescription by the medication’s GPI number. This should ensure that the beneficiary’s prescription remains enrolled in the Automatic Refill Program.   Ask the beneficiary to check the invoice when they receive their medication to confirm the prescription was enrolled into the program.   * If the confirmation is not present, instruct the beneficiary to contact us. |

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| **Related Documents** |

[Compass - Transfer Existing Rx to Another Account (Carrier-to-Carrier/Open Rx Transfer)](file:///C:\Users\C337799\Downloads\TSRC-PROD-057128)

**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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