# **Compass - When to Transfer Calls to Participant Services**

[Process](#_Toc105409389)

[Related Documents](#_Toc105409390)

**Description:** Process to handle a participant services inquiry from a member. It is designed to clarify when CCR’s should take ownership of a member call and when they should transfer calls to Participant Services.

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| **Process** |

Most contact from CCRs to the Participant Services Department will be through an RM Task.

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| **Participant Services Call Types** | **Refer to the following documents before transferring:** |
| Member returning a call about shipping vendor preferences | [Compass - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (062861)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a367086-d68a-4202-baea-6b30dfa4aaba)  [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901) |
| Member returning a call about ID needed for controlled substance mail orders | [Compass - Adding/Maintaining State ID on a Member's Profile for Controlled Substances (CS) in Kentucky (054236)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb46e722-146e-40ab-b798-1800b5fc7d96) |
| Member returning a call about unsuccessful stop tote request | [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) |

 **Do** **not transfer** to Participant Services **unless** the member is returning a call from that department. In this case, warm transfer and provide the following number to the caller:  **1-866-644-0876**

**Internal Contact Only**

Participant Services calls should be **warm transferred** to:

* Update Shipping Information:  **1-800-378-6043**
* Providers Office calling on a prescription needing updated: **1-800-459-1907**

**Note:** If the provider’s office is calling in a brand-new prescription, refer to **FastStart**.

**Hours of Operation:**

Monday - Friday: 8 am - 6:30 pm CT

Saturday: 7 am – 3:30 pm CT

Sunday: Closed

 If after hours, send Participant Services an email. Calls are routed to Commercial Care outside of normal business hours.

**Note:**   Contact the Senior Team to request the email. A Senior Team colleague may ask to take over the call as a procedural transfer.

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| **Related Documents** |

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

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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