# Compass Mail Order Pharmacy Filter (Test Claims)

[Process](#_Toc205817705)

[Related Documents](#_Toc205817706)

**Description:** Process for locating and viewing information for Mail Order Pharmacies for Test Claims.

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| **Process** |

Complete the steps below:

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| **Step** | **Action** |
| **1** | Select **Change Mail Pharmacy** tab.    **Result:** The Change Pharmacy for Mail Test Claims view displays.    **Notes**:   * All in-network Mail Order Pharmacies in the U.S. display, regardless of location. * The **Fill Date** will default to today’s date for currently active plans but can be edited. * If you click **Refresh List** and the **Fill Date** is blank, the message displays “**Fill Date cannot be left blank. Enter a Fill Date**.”   **Future Dated Member**   * Future-dated eligibility. Date set to first day of coverage.   **Note:** The **Fill Date** field is defaulted to the first day of coverage. US626340 |
| **2** | Select the **radio button** next to the desired Caremark Mail Pharmacy.  **Notes:**   * The radio dial defaults to the Default Mail Pharmacy. * Select **Change Retail/Specialty Pharmacy** option to display Retail/Specialty pharmacies instead.   The following information is viewable in the Search Results table:   * Pharmacy NPI/NCPDP and Pharmacy Name * Pharmacy Address * Pharmacy Fax Number * Pharmacy Phone Number |
| **3** | Select **Run Test Claims** to proceed with the Test Claim results. |

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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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