# Compass - Prescription (Rx) Copy Request

[Process](#_Toc163577278)

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[Related Documents](#_Toc163577281)

**Description:** Process to use when a member requests a copy of a prescription.

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| Process |

**** Do **not** use it for requesting the original prescription be returned. Refer to [Return Rx - Member Wants Original Rx Mailed Back 027018](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e16dda31-a0da-426f-98f1-855c4b6bd6c3).

* Prescription copy requests can only be honored for prescriptions that were submitted or originated from the Provider’s office (**Example:** Faxes, mailed scripts, electronically submitted prescriptions – Rx’s).
* We cannot send a prescription copy for:
  + Retail prescriptions, they would need to contact filling pharmacy.
  + Verbal prescriptions, because we create our own image based on the verbal transcription/annotations.
  + Our system generated requests because the Provider does not originate them.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Obtain the Prescription Number of medication in question. Locate the Prescription Number on the **Claims** tab (from the Claims Landing Page in Compass) and click the **Rx #** hyperlink to display the **Claim Details** screen. |
| **2** | Obtain the name of the originating pharmacy from the **Pharmacy Details** screen (from the **Claims** tab from the Claims Landing Page in Compass).   * If a refill, view the first fill of the prescription to determine the originating pharmacy. |
| **3** | Create a Support Task:   * **Task Type:** RX Copy * **Dispensing Pharmacy:** CHI - Chicago * **Shipping Address:** Enter member’s accurate shipping address. |
| **4** | Select reason for Prescription copy:   * Member wants a hard copy of the prescription for their records. * Member wants to review DAW (Dispense as Written) approval from the provider. * Member wants to review quantity, days’ supply, directions of the prescription, etc.   Do **not** use it for requesting the original prescription be returned. Refer to [Return Rx - Member Wants Original Rx Mailed Back (027018](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e16dda31-a0da-426f-98f1-855c4b6bd6c3)).  **Note:** Ensure you complete all fields, including the appropriate reason for the Rx Copy request. |

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| Close Case |

Depends on the reason for request.

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| Resolution Time |

Up to 1-2 business days for task to be worked. Up to 10 business days to receive a copy.

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| Related Documents |

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

**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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