# Returned Goods Index

**Description:** Listing of all references related to Return Goods.

Select the appropriate hyperlink below as needed:

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| **Document** | **Description** |
| **Alleged PBM Nonconformance and Call Pull Requests**  [CMS-2-004622](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=281be95a-6049-430b-a58d-aa829ad6f11c)  **Compass - Alleged Non-Conformance and Call Pull Requests**  [TSRC-PROD-065109](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6e9f56f6-783d-472b-9deb-c259c1b2a224) | Use when handling a claim or incident of CCR / PBM Nonconformance. |
| **Cancel Order or Prescription Refill or New Prescription**  [CMS-2-004761](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f)  **Compass - Cancel or Remove a Prescription (Rx) from an Order**  [TSRC-PROD-056363](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02) | Use when the member calls to cancel a new order or prescription within an order. |
| **PeopleSafe - Return Order Request (Formerly Refund Copay Credit/Mail Tag Request)**  [CMS-PRD1-060206](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb)  **Compass - Return Order Request (Formerly Refund Copay Credit/Mail Tag Request)**  [TSRC-PROD-058097](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e7e3115-e2d6-41c6-bd9e-83a67e0ec196) | Use when a plan member requests to return a prescription or order through Mail order services.   * Copay too high, member alleges they were not informed * PBM error * Doctor error * Etc. |
| **Intervention Changebacks**  [CMS-2-004594](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36)  **Compass - Intervention Changebacks**  [TSRC-PROD-062768](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe) | Use regarding prescriptions changed due to the Interventions process and how to handle member requests for changing back to the original prescription. |
| **Medication Recall & Replacement**  [CMS-PCP1-020095](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=707dbcfd-76e8-4ba4-84cd-5fd01169fa97)  **Compass - Medication Recall and Replacement**  [TSRC-PROD-057522](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1db6182e-301d-4325-bca0-988f6b1df06f) | Use when receiving a member inquiry regarding a product being recalled from the market. |
| **Prescription Verification**  [CMS-2-008134](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=524fc0e9-7c7b-4f21-8a43-36a8783b4c50)  **Compass - Prescription Verification**  [TSRC-PROD-062783](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b62e1001-0487-48a5-95b8-0ad63260b41a) | Use when a member calls Customer Care to verify how their mail order prescription was filled. |
| **Mail Order Calls Regarding Deceased Members**  [CMS-2-010338](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c6cc8fe8-1f11-47c6-886b-b36639f716f1)  **Compass - Mail Order Calls Regarding Deceased Members**  [TSRC-PROD-064870](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=84208228-6cf3-46fd-ae5a-14624e9f04c0) | Use when a member has died, and a call is made to Home Delivery to inform us. |
| **Member sent medication back**  **Compass-Returned Orders**  [TSRC-PROD-068274](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=198405aa-d092-4060-ac65-7a6acff07c6b)  **PeopleSafe - Returned Orders**  [TSRC-PROD-056995](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3308f7c3-4bbf-4334-a7ba-0c747b89b17b) | Process for handling orders that have been returned and reshipping returned orders. |
| **MED D - Return Order for Refund - Copay Credit - CCR & Senior Process**  [CMS-PRD1-099571](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a4a0205-a073-4403-9626-5024eab3250e)  **Compass MED D - Return Order for Refund - Copay Credit (Formerly Mail Tag Request) CCR & Senior Process**  [TSRC-PROD-061909](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc105707-608c-4fe5-a6f0-bfc9b4fc20ad) | Use when a beneficiary requests to return an order received through mail order. |
| **Order Reships**  [CMS-PCP1-038651](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6)  **Compass - Order Reships**  [TSRC-PROD-057985](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) | Instructions regarding mail service reships and returns. |

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| **Related Documents** |

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

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