# Compass and PeopleSafe - General Resolution Times/Turn Around Times (TAT) and Related Documents

[Scenarios](#_Toc149103825)

[Related Documents](#_Toc149103826)

**Description:** General Resolution Times/Turn Around Times for various types of processes and requests along with related documents.

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| Scenarios |

**Reminder:** Turnaround Time (TAT) varies for each scenario. Most processing times will begin once we receive the information requested. TAT for tasks submitted requesting forms to be mailed out do not include delivery time. Business days do not include weekends or holidays. Please refer to the associated work instruction for additional information on TAT’s specific to that scenario.

At times, unforeseen issues arise that may add to processing time. While some issues can be resolved in a timely manner, others may take longer and require coordination with other groups internally or externally.

* If the caller expresses dissatisfaction with this processing time, explain that processing may be completed sooner than the timeframes listed.

Refer to the following table:

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| **Scenario** | **Resolution Time/Turn Around Time** | **Related Document(s)** |
| Address Email and Phone Number Changes | Immediate | [Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) |
| Alleged Switched Labels on Medication | Up to 3 (three) business days | [Alleged Switched Labels on Medication (004740)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5b036eb-8c22-41ff-8072-db617951abcd) |
| Appeals  (**Examples:** Denied prior authorizations, drug coverage/plan exclusions, brand cost difference exception/dispense as written (DAW), and formulary exceptions.) | * Non-urgent Appeals are normally processed within 30 calendar days from date received. * Urgent appeals are processed within 72 hours. However, there are some clients who require a shorter turnaround time. | [Appeals (007339)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7126d2-19b7-4743-913c-8e9dd7329c08) |
| Authorization Forms (AOR/POA) | * Mail form to beneficiary = 3 (three) business days * Process once received = 10 business days | [PeopleSafe - Forms Members Can Submit to Authorize Access and Release of Information for Their Account (007394)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=970803bb-c0d8-4180-ae71-a8feab415b65) |
| Brand Exception Appeals Form Task | Up to 3 (three) business days not including delivery time. Please check CIF to confirm process for brand exceptions. | [Compass - DAW (Dispense as Written) Cost Difference (058127)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31e71d2c-57c0-4643-ab77-e99e3babf7d6)  [Compass – Appeals (057981)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2afb93f5-6068-48b7-af0f-e04000f90426) |
| Contact MD for Exception Task | Up to 2 (two) business days. Please check CIF to confirm process for exceptions. | [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)  [Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)  Calls about, advising on and viewing - [Status of a Prior Authorization or Clinical Exception (059542)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73f474f3-70d9-45be-9a56-e4a0b42fc181) |
| Cancel Order | * Request honored if made prior to “Label Printed, Dispensed, Packed or Metered” status. * Turnaround time is 1 (one) business day. | [Cancel Order Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) |
| Compound Prescription form Request | Up to 3 (three) business days, not including delivery time | [Paper Claim Multi-Ingredient Compound Prescription (042384)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=06a1b33b-4f4a-4603-a8ab-e0f1376bfdca) |
| Coordination of Benefit updates | Varies | NA |
| Courtesy Retranslation (Bulk Up or Downsize a Prescription) | Up to 3 (three) business days, not including delivery time | [Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735)  For Downsizing refer to [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) |
| Damaged Order | Up to 2 (two) business days, not including delivery time | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| Death of Beneficiary | Once plan receives notification from CMS that a beneficiary is deceased, the estate receives a confirmation of disenrollment letter and plan systems updated to reflect the disenrollment. | [Mail Order Calls Regarding Deceased Members (010338)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c6cc8fe8-1f11-47c6-886b-b36639f716f1) |
| Do Not Call List | Up to 10 business days to complete removal from the Automated Phone system | [Do Not Call Request (DNC) RM Task - CCR (009294)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33bdcd98-90e2-4049-a3fc-9aea495258a6) |
| Eligibility Update | Eligibility Task takes up to 5 (five) business days. | [Resolution of Eligibility Issues (004587)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad278185-117d-433f-bdc2-9327b93c1944) |
| Email to SAT Debits and Credits | Emails worked within 1 (one) business day, excluding weekends | [Split Payments in PeopleSafe (017747)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=94965c2d-81bf-4a50-86b8-861c54728cae) |
| Expedite Order in Process | This request will be sent to our pharmacy to attempt to expedite the processing only; however, this does NOT apply to the receive date.  We are not able to expedite the shipping time it takes after it leaves our facility.  If the beneficiary needs to expedite the shipping, then they must elect expedited or overnight shipping at the time of order placement and pay the additional charge. | [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76) |
| Extra Bottle Request | Up to 3 (three) business days, not including delivery time | [Extra Bottle Requests (004624)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11fcc2d4-1d39-4b76-a6ac-9701e58372dd) |
| Federal and State excluded prescriber dispute inquires | Up to 2 (two) business days | [Federal and State Excluded Prescriber Customer Care Talk Track (68770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3eb01d80-5d21-4e52-a638-8b7d5ca61d58) |
| Financial Statement of Cost | Up to 5 (five) business day’s turnaround time from receipt of authorization by our Home Delivery/Mail Order pharmacy  Legal Requests have up to 30-calendar day’s turnaround time from the date received by our Home Delivery/Mail Order pharmacy. | [PeopleSafe - Financial Statement of Cost (SOC) Member, Spouse or Dependent (043264)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9) |
| Formulary Issue Reporting | Varies based on request. | NA |
| Fulfillment Automation  (**Examples:** Assignment of Benefits Form, Claim forms, Mail Order Forms, Web Portal Brochure) | Up to three (3) business days  This timing is only internal processing time and does not include mailing time. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) |
| Fulfillment of Plan Material in Alternate or Accessible Formats | Up to three (3) business days  This timing is only internal processing time and does not include mailing time. | [Special Dispensing Instructions ScripTalk, Braille, Large Font and Signature (008618)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe97f023-d5aa-4578-ad84-b0e4e7b58b92) |
| Fulfillment of Plan Material in Non-English Language | Up to 20 business days including mailing time | [Language Assistance Verbal Written Translation and Hearing or Speech Impaired (036465)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b1b303b-6046-4a45-8392-da51589d10f5) |
| Invoice Copy | Invoice mailed within 2 (two) business days | [Statement - Invoice Copy Request for Previous Orders (017800)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5f11c92-6544-4d2c-b064-27cd5a910b0b) |
| Mail Tag | **Mail Tag**   * Mail Tag will be shipped within 15 business days. * Results from the mail tag request will be processed and posted on the account within 5 business days upon receipt at the pharmacy.   **Electronic Mail Tag**   * Beneficiary will receive the mail tag within 3 business days. * Results from the mail tag request will be processed and posted on the account approximately 5 business days upon receipt at the pharmacy. | [Return Order Request (Formerly Refund Copay Credit/Mail Tag Request) (060206)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb) |
| Missing information for Voluntary Disenrollment | Up to 15 calendar days of receipt of the disenrollment request | NA |
| Missing Prescription in Order | Reships within 2 (two) business days | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| Non-Child Proof/ Snap Caps | Up to 2 (two) business days | [Non-Child Proof or Easy Open Cap Requests (004625)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff151ff4-cc1e-4b4c-90ad-0a579ed1cc90) |
| Order Lost in Transit | Standard shipping time is 2 (two) business days unless prescriber needs to be contacted. | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| Order Placement | * Prescription refills with no issues (not expired or out of refills) will ship within 2 (two) business days after order is placed/received. * New prescriptions will ship within 5 (five) business days after order is placed/received. | [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) |
| Overrides | Real-time if allowed in the CIF.  If the CIF indicates: “CCR submit PBO RM task for approval” and the member can wait up to 7 business days for approval.   There will be a three (3) business day turnaround time for the case to be processed and up to 4 (four) business days for a resolution. You will be contacted when your request is completed. | [Plan Benefit Overrides (PBO) CCR (024671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e) |
| Paper Claims | * Once the claim is received, and providing the appropriate documentation was included, it is processed within 30 business days. * MED D Paper Claims have a 90-day electronic (at POS) and a 3 year (manual claim form) filing limit. | [Paper Claim Index (042914)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f72603c-4632-4e85-8d97-16cb51a3be1f) |
| Participant Callback Request | PBM contacts the beneficiary within 3 (three) to 5 (five) business days. | [Participant (Member) Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf) |
| Payment Disputes  (**Examples:** Duplicate charges, Refunds) | Up to 3 (three) business days | [Balance Transaction History/Payment Dispute (Mail Order Claims Only) (004578)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba2c70ed-7f0c-4779-98b6-9bc1eb9bbb1f)  [Payment - Duplicate Credit Card Charges & Card Authorizations (004574)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9587b8cf-9e99-4d4f-a504-cbe659eeb7ab)  [PeopleSafe - Refund (010221)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89febb33-693a-4e14-9e2c-f13c4935ce26) |
| Payment Reversal Request | Up to 5 (five) business day including the research and reimbursement to their payment account. | [Payment - Unauthorized Payment Transaction (017658)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f3e89985-0ee9-4e15-ace8-e3bfbb52083b) |
| POA’s display on file | 10 business days from the time the research team receives all completed documentation | [Power of Attorney (POA) (044584)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73866a13-cfa1-4deb-98d5-1373c8dc6cf1) |
| Prescription Quantity Shorted | Reship Turnaround Time Rules for Days’ Supply on Hand:   * 5 Days or less – Urgent Next Day * 6-10 days – 2 Day * 11-15 days – 1st class * 16+ days – Best Method | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| Prescription Transfer | Retail transfer to Home Delivery/Mail Order RM Tasks can take up to 3 (three) business days followed by the standard order processing of a new prescription and shipping time. | [Rx Transfer: From Retail to Caremark Mail Order Pharmacy (041401)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca) |
| Prior Authorization (PA)/Urgent Prior Authorization | * Non-Urgent PA 3 (three) business days * Urgent PA as soon as 1 (one) business day | [Prior Authorization, Exceptions, Appeals Guide (063978](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c))  [EPA Starter -Create an ePA via CoverMyMeds (031201)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=846fc4bb-be62-4f48-aba4-23a47785db6c) |
| Processing time for New Prescriptions | When we receive the prescription from your prescriber, it will process within five (5) businessdays and will ship from our pharmacy the next business day. | [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) |
| Processing time for Refills | Up to 2 (two) business days upon receiving of the order | [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) |
| Reconsideration Packet Request | 7 business days upon receipt of the request, additional time for delivery | NA |
| Reissue a reimbursement check | Up to 30 business days to reissue check and should receive the check within 8 weeks of task completion | [Refund Stop Payment Check Reissue (004580)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b529fcee-1566-4001-a703-ce8b63186cb2) |
| Release credit card Authorization hold | Up to 3 (three) business days | [Payment - Duplicate Credit Card Charges & Card Authorizations (004574)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9587b8cf-9e99-4d4f-a504-cbe659eeb7ab) |
| Replacement ID Card | ID cards will be mailed within 3 (three) business days after the order has been placed. | [Member ID Card/Benefit Info (Kit) & Replacement (008174)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f8164eb0-4f1b-404c-95c8-3d885186138e) |
| Request a Reinstatement  (**Examples:** Erroneous Death indicator, Loss of Eligibility, Possible Plan Error, Exceptional Conditions) | Allow 3 (three) business days for a call back | NA |
| Request to pull a claim | Up to 2 (two) business days but can vary | NA |
| Research check received for unknown reason | Up to 3 (three) business days | [PeopleSafe - Refund (010221)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89febb33-693a-4e14-9e2c-f13c4935ce26) |
| Reverse and Reprocess Claim | Up to 3 (three) business days | [Copay - Mail Order Reverse and Reprocess Claim (021894)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882) |
| ScripTalk, Braille or Large Font | For previous orders, allow 14 business days | [Special Dispensing Instructions ScripTalk, Braille, Large Font and Signature (008618)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe97f023-d5aa-4578-ad84-b0e4e7b58b92) |
| Split Payment - No order in Process | Up to 2 (two) business days | [Split Payments in PeopleSafe (017747)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=94965c2d-81bf-4a50-86b8-861c54728cae) |
| Split Payment - Order in Process | Up to 1 (one) business day | [Split Payments in PeopleSafe (017747)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=94965c2d-81bf-4a50-86b8-861c54728cae) |
| Standard Coverage Determination/Expedited Coverage Determination | * Decision within 3 (three) business days from date/time of receipt of valid request. * Exception requests may be up to 17 business days if a prescriber needs to provide a statement of medical necessity. * Expedited request 1-15 days. | [MED D - Coverage Determinations and Redeterminations (Appeals) Landing Page (004825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e7d7ad7-e1c1-4fa1-8258-215a1c0ff32b) |
| Standard Redetermination/Expedited Redetermination | * Decision within 7 calendar days from date/time of receipt of valid request. This includes nights, weekends, and holidays. * Expedited request 3 days | [MED D - Coverage Determinations and Redeterminations (Appeals) Landing Page (004825)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e7d7ad7-e1c1-4fa1-8258-215a1c0ff32b)  [MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (004665)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) |
| Time limit for filing a Grievance | Orally or in writing no later than 60 days after the event or incident, which precipitates the grievance | NA |
| Update to Prescriber’s Office or Pharmacy information (address, phone/fax number) | The turnaround time for these tasks is 1 (one) business day, which does not include weekends or holidays. | [Address, Phone and Fax Number Changes for Prescribers and Pharmacies (028806)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=00ea6a48-8a47-415a-b8cf-b816a8c20850) |
| Vaccine Paper Claim Status | Up to 21 business days for research and call back | NA |

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| Related Documents |

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

[Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

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