# Compass - Rx Transfer: Pharmacist Requesting a Prescription Transfer (Retail to Mail)

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**Description:** Used when a pharmacist or pharmacy staff is requesting to transfer a prescription (Rx). It emphasizes the eligibility of Mail Order prescriptions, clarifying which types of prescriptions can and cannot be transferred.

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| Reminders |

Any Mail Order Rx that has not expired and which has refills available can be transferred, regardless of whether the Compass profile is Eligible/Not Eligible.

**The following prescriptions cannot be transferred:**

* Prescriptions that are expired or have no refills.
* C-2 Controlled Substances
* C 3 to C5 Rx that has not been filled at the originating pharmacy
* Compounded Prescriptions
* If the C-3 to C-5 Rx is on hold and has never been filled, it cannot be transferred.
* C-3 to C-5 refills can only be transferred **once**.

**Notes:**

* Prescription transfers via fax or Electronic Prescription (ERx) are not offered by our Pharmacy Benefit Manager (PBM).
* ** Washington (WA) –** The state of WA requires Rx transfers to be completed electronically or via fax. A new Rx is required for WA state members. Assist the member with sending a New Rx request to their physician. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706).
*  For state-specific information on Rx transfers, refer to [Compass - Prescription (Rx) Transfer Index (069813)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc43834c-0771-45af-9c99-3ebb26743ef8).
*  For Members in Hawaii (Dispensing Pharmacy = HIP) refer to [Compass - Prescription (Rx) Transfer to and from the Hawaii (HIP) Dispensing Pharmacy Only (067101)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=069d2bd4-49a7-4b3f-bd5d-8c8ee3e58a53).
*  For errors encountered when transferring a prescription, refer to [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/nxfile/default/bf08f416-3cba-43b2-ab9a-0d8ff9489ae2/ncf:generated_pdf/Compass%20-%20Known%20Issues%20and%20Actions%20to%20Resolve%20-%20(Revised%203-3-2025).docx.html?changeToken=8417-0&inline=true#_Toc191545905).

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| Process |

If speaking to a fully verified Pharmacist or Pharmacy Tech from the pharmacy, notate their first name & last initial, job title and Pharmacy NPI, then warm transfer caller to Clinical Care Rx Transfer Department at **1-866-241-7414 (do not disclose this number to the member but may provide to a pharmacy, internal only)**.

**Clinical Care Services Clinical Counseling Hours are:**

* **Monday – Friday:** 7 am to 7 pm CT
* **Saturday:** 7 am to 4:30 pm CT
* **Sunday:** 9 am to 6 pm CT
* **Holidays:** Same as for CVS Health ([My Work Life-Holidays](https://itsm.cvs.com/cz?id=kb_article&sysparm_article=KB0059143) for the PBM)

After hours, refer to your line of business documentation via [theSource](https://thesource.cvshealth.com/nuxeo/thesource/#!/home) <https://thesource.cvshealth.com/nuxeo/thesource/> for Clinical Counseling Pharmacist After Hours Process.

**HIP (Hawaii) Clinical Hours of Operation:**

* **Monday – Friday:** 8 am to 5 pm HT

For additional information and Hours of Operation, refer to **Clinical Care Services Clinical Counseling** section of [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

**MChoice Rx Transfers for CVS Pharmacies Only:**  1-866-234-0196 – Option 2

**Non-CVS, Non-MChoice Rx Transfers:** 1-866-241-7414 (CCRs may provide this number to the Pharmacy)

**Note:** If speaking to a member and they request Caremark to transfer from mail to retail, determine if it is an MChoice transfer.

*  If yes, refer to [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4).
* If not, ask the member to have their pharmacy contact Caremark for the prescription.

  The filling pharmacy must request the transfer. Do not create a support Task or provide the Clinical Care Services phone number. For Retail to Mail transfers, refer to [Compass – Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/nxfile/default/1e31ea60-77a3-4bb9-a619-7340ebf57484/ncf:generated_pdf/GEN%2053932%20Compass%20-%20Prescription%20Transfer%20pulled%2001152025%20724amCT.docx.html?changeToken=23447-0&inline=true#_Toc188440071).

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| Related Documents |

 [Compass - Prescription (Rx) Transfer Index (069813)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc43834c-0771-45af-9c99-3ebb26743ef8)

 [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf08f416-3cba-43b2-ab9a-0d8ff9489ae2)

 [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/nxfile/default/1e31ea60-77a3-4bb9-a619-7340ebf57484/ncf:generated_pdf/GEN%2053932%20Compass%20-%20Prescription%20Transfer%20pulled%2001152025%20724amCT.docx.html?changeToken=23447-0&inline=true#_Toc188440071)

[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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