# Paper Claim Index

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[Related Documents](#_Toc143054242)

**Description:** This document provides the list of related Paper Claims documents including hyperlinks and descriptions for each document.

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| Document List |

 These documents **cannot** be searched for in theSource and they cannot be viewed unless you are in a document where they are hyperlinked. This is intentionally set up in a manner as per a request from Commercial Care management.

This document can be searched and located in theSource using the title or the document ID#:

* [Paper Claim Research (Submissions, Locating, Rejections and Reimbursements) (TSRC-PROD-059668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729)

All documents listed below can be viewed by selecting the associated hyperlink adjacent to the titles if your profile allows access to that line of business.

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| **Title** | **Description** |
| **Caremark.com – Prescription Reimbursement Claim Forms**  [CMS-PRD1-074455](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=56b0b9dd-c9e8-4a90-adc0-5077c0e7d80c) | Instructions on how a member can obtain, complete, and submit a paper claim reimbursement form on Caremark.com. |
| **Caremark.com - FEP - Submitting Paper Claims Through Desktop/Mobile Site or Mobile App**  [TSRC-PROD-043918](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1dd301b7-7dd0-4314-ac32-dcf830985076) | Explains the application available to submit manual claims for prescriptions. CVS Caremark has an ongoing effort to make prescription reimbursements as easy as possible. |
| **Caremark.com – Submitting and Tracking Paper Claims Through Desktop/Mobile Site or Mobile App (Commercial Clients)**  [TSRC-PROD-021490](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=54a38024-1554-4f79-b741-7a24347df7d3) | Explains the application available to submit manual claims for prescriptions for Commercial and Exchange clients. |
| **Caremark.com – Submitting Paper Claims Through Desktop/Mobile Site or Mobile App (Medicare D)**  [TSRC-PROD-046782](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4905a393-82c6-41fc-8e9d-b6c3a139c78a) | Explains the application available to submit manual claims for prescriptions for **Medicare D** **clients**. |
| **Compound Prescription Paper Claim Form**  [CMS-PRD1-065609](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4551aa74-d56c-4466-89ae-1d2d4ffd9366) | A sample copy of the form that Members will fill out to submit for reimbursement of claims for compounded medications. |
| **Compass – Identifying Paper Claims**  [TSRC-PROD-050034](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c281dde6-a86e-451a-8828-9f2b98c17bb9) | Steps to identify Paper Claims in Compass to prevent unauthorized reversals of Paper Claims and to view Paper Claim Reimbursement & Financials. |
| **Compass - Paper Claim Multi-Ingredient Compound Prescription**  [TSRC-PROD-058046](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c5e05bf4-e050-4efc-a8df-6e1d51c513f0) | Used to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a multi-ingredient compounded prescription purchased at a retail pharmacy. |
| **Compass – Paper Claim Submission Job Aid**  [TSRC-PROD-058275](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ef66046d-494d-4892-9e2a-5bc437966f95) | Instructions for plan members on how to submit paper claims for prescription reimbursements, including necessary forms, documentation, and submission addresses. It also outlines the process for members who have paid out-of-pocket at retail pharmacies to request payback. |
| **COVID-19 At-Home Tests Talk Tracks**  [TSRC-PROD-049260](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=07c658ca-a5bd-4b6b-be11-28baed7d3a07) | Talk Tracks to assist with handling calls related to general information, ordering and reimbursement for the COVID-19 at-home tests. |
| **Paper Claim Assignment of Benefits**  [TSRC-PROD-042389](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=daf92cbc-695f-4277-b947-b2bb98c30b9b) | Instructions to process a refund to a member’s account after the prescription has been paid out of pocket by someone other than the member and they want the refund to be made payable to the payor. |
| **Paper Claim Calculations**  [TSRC-PROD-059749](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b470d4d1-008b-4fb2-a06c-ca8d2ff89195) | Explains the most common ways plans reimburse for approved paper claims. |
| **Paper Claim – Coordination of Benefits**  [TSRC-PROD-059752](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=667bb22c-1e6c-4736-94b4-bcbea63684b3) | Instructions on how to process reimbursement claims where there is more than one insurance provider for the member. |
| **Paper Claim – Determining if Appropriate**  [TSRC-PROD-059750](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=40fcca8d-7565-4990-9c30-1bb722d3a907) | Describes information to research or ask for to determine if a paper claim is appropriate for the member to request reimbursement for a medication that was paid for out-of-pocket. It includes additional options that may be appropriate to recommend to the member. |
| **Paper Claim Government Agency**  [TSRC-PROD-042387](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=fa1ac6a1-5789-401d-b7a2-10573f4e87ef) | Calls from government agencies and instructions to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a prescription purchased at a government agency. See also [Handling Government Agency Calls for Paper Claims (023718)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9f38c64d-d347-4ff9-abf5-8d3a0773dd35). |
| **Paper Claim International**  [TSRC-PROD-042388](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4dd94de8-666a-4d1d-b428-05933bdffc67) | Instructions to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a prescription purchased at an International (Non-U.S.) pharmacy. |
| **Paper Claim Multi-Ingredient Compound Prescription**  [TSRC-PROD-042384](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=06a1b33b-4f4a-4603-a8ab-e0f1376bfdca) | Instructions to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a multi-ingredient compound prescription purchased at a retail pharmacy. |
| **Paper Claim Overpayment, Refund Recovery and Alternate Insurance Paid in Error**  [TSRC-PROD-042393](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b6bb9528-3994-4997-b6b1-ae447a1c15b5) | Instructions to determine when a reimbursement claim has been overpaid or a refund recovery is needed or when alternate insurance paid for the claim in error. |
| **Paper Claim Research (Submissions, Locating, Rejections and Reimbursements)**  [TSRC-PROD-059668](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729) | Process to follow when determining if a paper claim was received and filed with our PBM including the process of locating, identifying the reason for the rejection, if applicable, and researching the status. |
| **Paper Claim – Viewer**  [TSRC-PROD-042396](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=531bdb49-5d03-46f6-83e6-4fdc0699cef4) | Instructions to determine the status of a paper claim (reimbursement request) via the Paper Claim Viewer in either PeopleSafe or Compass. |
| **PeopleSafe – Paper Claim Submission**  [TSRC-PROD-042385](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=6cb07dab-eeef-4ae1-85fc-d153ca009cbc) | Instructions when a plan member has paid “out-of-pocket” for a prescription purchased at a retail pharmacy and wishes to request reimbursement. [When to Transfer Calls to the Senior Team – Procedural Transfer – Billing & Credits – Paper Claim Copy (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [Compass – When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). |
| **Paper Claims Letters Index**  [TSRC-PROD-003500](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=854b5472-eb94-4adc-86eb-a8b09c623ac8) | Types of letters that may be sent to the member related to a Paper Claim. |
| **Prescription Reimbursement Claim (Paper Claim) Form**  [CMS-PCP1-041941](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e3941d8b-03f2-41e8-997c-8d316b606a2c) | Sample copy of the Prescription Reimbursement Claim form members complete for reimbursement of prescription claims. |
| **Paper Claim – Reject Codes**  [TSRC-PROD-022137](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36696cd3-f7ca-466b-a069-d94e9a0f187c) | Provides the reject codes and related information on how to resolve. |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (17428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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