# Compass - Icon Legend

[Icons Representing Major Compass Functions](#_Toc204176347)

[Other Icons Located Within Compass](#_Toc204176348)

[Icons Located in the Member Journey Screen within Compass](#_Toc204176349)

**Description:** Provides a list of icons found in Compass and their descriptions.

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| Icons Representing Major Compass Functions |

Refer to as needed:

|  |  |
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| **Icon** | **Function** |
|  | Member (Account) |
|  | Case |
|  | Transmission Details |
|  | Override/PA |
|  | Claim Details |
|  | Financial Details |
|  | Test Claim |
|  | Find Drug/Pharmacy/Provider/Payments |
|  | Claims/Rx Details |
|  | Member Snapshot |
|  | Dosage Calculator |
|  | Grace Period Eligibility Audit Trail |
|  | Benefits |
|  | Accumulations |
|  | Messaging Preferences |
|  | Additional Resources |
|  | Quick Actions |
|  | Client and Processing Information |
|  | Alerts |
|  | Contact Information |
|  | Address |
|  | Phone Number |
|  | Email Address |
|  | Member Interactions |
|  | Opportunities |
|  | Client Programs Enrollment |
|  | Member Details |
|  | Maintenance Choice Transfer, Transfer Retail to Mail |
|  | Mail Order Payment History |
|  | Early Refill |
|  | Courtesy Retranslation |
|  | Auto-Refill/Auto-Renewal |
|  | In Process Orders |
|  | Reship |
|  | Member Resources (Fulfillment) |
|  | Account to Account Rx Transfer |
|  | Claims/New Rx |
|  | Files |
|  | Privacy Records |
|  | Adjustments/Recoupments |
|  | Enterprise Interactions |
|  | Coverage Determination |
|  | Bridge Supply |
|  | Cold Pack Indicator |
|  | M3P Tab Icon |
|  | Opt In Status Icon (M3P) |
|  | Payments Icon (M3P) |
|  | Current Invoice Icon (M3P) |
|  | Validation Passed (M3P) |
|  | Validation Failed (M3P) |

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| Other Icons Located Within Compass |

Refer to as needed:

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| **Icon** | **Location(s)** | **Description** |
|  | Multiple | Information icon. When placed to the right of text/fields/etc., more information is available by hovering cursor over icon. |
|  | Multiple | Used to identify informational text that is on-screen, i.e., no hover text is present. |
|  | Multiple | Warning icon. |
|  | Multiple | Error icon. |
|  | Multiple | Identifies information the agent can use to educate the member about their plan. |
|  | Table Headers | Table is sorted by this field in descending order. Click to change order. |
|  | Table Headers | Table is sorted by this field in ascending order. Click to change order. |
|  | Table headers | Indicates that the column is editable. |
| \* | Forms | Indicates required field. |
|  | In an input field | Indicates that clicking on the field will reveal list of input options. |
|  | In an input field | Indicates that typing in the field will reveal list of matches. |
|  | In an input field | Indicates that clicking on the field will display interactive calendar. |
|  | Search Member results | Indicates VIP member. |
|  | Multiple | Identifies scripting agent can speak to caller. |
|  | Prescription Claims table | Indicates if claim paid with an override. |
|  | Prescription Claims/Test Claim results table | Indicates there are additional reject codes for this prescription. |
|  | Open Different Account window | Identifies that eligibility/account is active. |
|  | Test Claims/Find a Drug/Coverage Determination | Identifies Specialty drugs. |
|  | Prescription Details | Indicates prescription was rejected. |
|  | Create Override | Indicates Pharmacy/Provider Locks are present. |
|  | Member’s Cases list | Indicates Case is open. |
|  | Do Not Call Phone Number | Indicates a phone number that has been defined as a Do Not Call phone number. |
|  | Invalid | Indicates the phone number has been flagged as invalid. |
|  | Search by Member – Carrier ID column | Indicates when an account is secondary (Grievance requirement). |
|  | Mail Rx | Prescription is on ship consent hold. |
|  | Communications | Link opens a different application. |
|  | Claims | Indicates prior PBM prescription needs to be transferred. |
|  | Test Claim Results | Check the CIF. |
|  | Test Claims | Indicates if the Total Quantity or Days’ Supply values are invalid. |
|  | New Rx Request | Indicates required information is missing for the requested prescription. |
|  | Authentication | Indicates authentication is in process. |

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| Icons Located in the Member Journey Screen within Compass |

Refer to as needed:

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| **Icon** | **Legend** | **Description** |
|  | Automated Outbound Calls | An automated outbound call communication when action is needed on mail order pharmacy prescriptions. |
|  | Chat | Communication with the member have been made via Chat. |
|  | Digital Communications | Digital Communication has been sent out to the member. |
|  | Email (Secure Messaging) | Member emailed with CVS Caremark. |
|  | Inbound Call | Member called CVS Caremark. |
|  | Mail Order | When an action on a mail order has taken place. (**Example:** New Rx is received from provider and an order has been created.) |
|  | Outbound Call | A manual outbound phone call from CVS/Caremark to reach the member has been performed. |
|  | Research | User has accessed member’s account via Research Case. |

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