# Compass - Universal Identification (UID) Numbers

[General Information](#_Toc165566942)

[Determining if a Claim was Processed Using Follow Me Logic](#_Toc165566943)

[Related Documents](#_Toc165566944)

**Description:** Information regarding Universal Identification Numbers and Follow Me Logic in Compass.

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| General Information |

The UID uses Follow Me Logic (FML) to track a member’s claims from carrier to carrier. The UID is an internal reference number which will not be provided to the member; therefore, members cannot provide this number to help CCRs locate their information.

The Universal ID number is located in the **Prescription Details** screen of the claim on the Claims Landing Page. Viewing a member’s profile by searching for UID will display all the member’s claims that have been processed on RxClaim (regardless of the carrier).

These UIDs are not to be confused with UIDs provided by clients prior to eligibility to perform Test Claims for new members.



[Top of the Document](#_top)

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| Determining if a Claim was Processed Using Follow Me Logic |

The claims that are viewed on the FML screen may have been processed while the member was under another carrier.

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Access the member’s account. | |
| **2** | From the Claims Landing Page, click the prescription hyperlink in the **Rx #** column of the **Claims** tab. | |
| **3** | Click the **General** tab and locate the **FML Claim** field. | |
| **4** | Determine the following: | |
| **If the FML field states…** | **Then…** |
| Yes | The claim was processed with a UID attached.  **Note:** Click the hyperlink to display a pop-up window with the carrier, account, group, and member ID for the claim, as well as the UID and any edits. |
| No or is Blank | The claim was processed without this logic. |

[Top of the Document](#_top)

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| Related Documents |



[Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114)

[Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)

[Compass - Customer Care Document Index (058484)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5adafaf7-02a1-49b8-b58b-3abceda07ad2)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Top of the Document](#_top)

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