# Compass - Dosage Calculator

[Process](#_Toc133858276)

[Related Documents](#_Toc133858277)

**Description:** Steps for using the Dosage Calculator in Compass. The Dosage Calculator is used to help determine when a Dose Change override is allowed.

|  |
| --- |
| Process |

The Dosage Calculator can be accessed from multiple locations:

* Claims Landing Page
* Test Claims
* Edit Overrides/Special handling drug limitations

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | From the Claims Landing Page, navigate to the Quick Actions panel and click the **Dosage Calculator** hyperlink.    **Result:** Dosage Calculators display in the Dosage Calculator tab. | | |
| **2** | Choose the appropriate calculator, based on the rejected claim:   * Mail Order Dosage Calculator * Retail Dosage Calculator | | |
| **3** | Complete the required fields using information from the most recent paid claim for the same medication. | | |
| **From most recent paid claim from the same medication…** | **From most recent rejected claim…** | **Utilization Rate…** |
| * Previous Date of Fill * Previous Quantity * Previous Days’ Supply | * New Quantity * New Days’ Supply | Utilization rate may automatically populate.  This information displays based on when the plan became available. The plans Utilization Rate is found on the “Benefits” screen. |
| **4** | Click **Calculate**.  **Result:**  The corresponding Results field populates. | | |
| **5** | Review the **Override Result** field to determine if an override for Dosage Increase is possible.   * **If yes (Override Approved),** an override is possible. Return to Override Work Instruction. * **If no (Override Denied),** advise the caller that the member should have enough medication based on the calculations, and provide the **Next Date of Fill**. | | |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**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)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**