# Compass - Pharmacy/Provider Locks

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**Description:** Outlines Pharmacy/Provider Locks details in Compass. Pharmacy and Provider Locks are activated by the plan or client and restrict the member to using specific pharmacies or providers.

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| **Reminders** |

Reject codes:

* 50 for pharmacy
* 71 for prescriber
* 980 for pharmacy
* 889 for prescriber (Medicaid)
* 890 for pharmacy (Medicaid)

Lock-in processes may vary and will be noted in the plan’s CIF.

 Specialty and Mail Order are **excluded** from the Lock-In process. This applies to Retail only.

**Note:** Once they are locked in, they cannot be re-selected unless certain criteria are met; review the plan’s CIF Pharmacy Lock In located within the **Override** section for any plan specific processes related to the lock in/lock out.

**Escalated Situations:** Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) (**Example:** Member is out of medication).

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| **Process** |

Refer to table:

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| **Step** | **Action** | |
| **1** | Locate the rejected claim in the **Claims Table** on **Claims Landing page**,then click the corresponding hyperlink in the **Reject Code** column.    **Result:** The Reject Messaging for Rx <reject #> screen displays. | |
| **2** | Determine if the claim is rejecting for:   * 50 for pharmacy * 71 for prescriber * 980 for pharmacy * 889 for prescriber (Medicaid) * 890 for pharmacy (Medicaid)   For additional information refer to [Compass - Rejection Codes and Resolutions (Reject 01 – Reject ZN) (067649)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=104c3318-95ba-42e2-bd05-17877b0a8045). | |
| **3** | Click **Create Override/PA** tab and then view provider locks to review details of the lock out or lock in. | |
| **4** | Click the **View Pharmacy/Provider Locks** hyperlink to review the details of the lock out or lock in. | |
| **5** | Review the Client information Form (CIF) for any plan specific processes related to the lock in/lock out in the Override Section.   * If no information displays in the **Override** section, perform a Search (CTRL+F) for keywords such as “Lock” or “Lock-in.”   **Note:** Contact the Senior Team if the CIF allows an override or if you need further assistance. | |
| **If the reason for the reject is…** | **Then…** |
| Lock-In Pharmacy | The member can only get their medication from <Lock-In pharmacy Name>.  **If the pharmacy asks for an explanation:**   Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. The member can only get their medication from <Lock-In pharmacy Name> at this time. |
| Lock-Out Pharmacy | Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. The member can only get their medication from <Lock-In pharmacy Name> at this time. |
| Lock-In Prescriber | The member can only have their medication prescribed by <Lock-In Prescriber Name>.  **If the pharmacy asks for an explanation:**   Please have the member contact Customer Service <Provide phone number from the plan’s CIF>. |
| Lock-Out Prescriber | The member can only have their medication prescribed by <Lock-In Prescriber Name>.  **If the pharmacy asks for an explanation:**   Please have the member contact Customer Service <Provide phone number from the plan’s CIF >. |

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| **Viewing Pharmacy/Provider Lock Information** |



When available **Pharmacy/Provider Locks** are viewable on a member’s account in three locations:

* [Override/PA History Screen](#OverrideDetails) (Compass is intuitive, and Pharmacy/Provider Lock hyperlinks are dynamic. They will only display when available on the account.)
* [Override Details Screen](#OverrideDetails)
* [Create Override/PA Screen](#OverridePA)

**To access from the Override/PA History screen:**

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| **Step** | **Action** |
| **1** | From the **Claims** tab, select **Override/PA History** in the Quick Actions Table.    **Result:** The Override/PA History tab will open and display a list of existing Overrides. |
| **2** | Click the **View Pharmacy/Provider Locks** hyperlink.    **Result:** The Pharmacy/Provider Locks information pop-up displays. |
| **3** | Click a Lock **ID** hyperlink under the **ID** column to view **Messages** regarding the lock.  To exit Pharmacy/Provider Locks information pop-up, click **Close**. |

**To access from the** **Override Details screen:**

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| **Step** | **Action** |
| **1** | From the **Claims** tab, select **Override/PA History** in the Quick Actions Table.    **Result:** The Override/PA History tab will open and display a list of existing Overrides. |
| **2** | Select an Override hyperlink from the **ID** column to view the **Override Details** screen for the override.    **Result:** Override Details screen displays. |
| **3** | Select the **Pharmacy/Provider Locks** tab to view locks on the member’s account.  **Note:** The icon displays on the **Pharmacy/Provider Locks** tab indicates a lock is present. |
| **4** | 1. View the locks details in the **Pharmacy/Provider Locks** section at the bottom of the screen.      1. Click a Lock ID hyperlink under the **ID** column to view **messages** regarding the lock.     **Note:** If no locks exist, the **Pharmacy/Provider Locks** fields will be blank and a **No lock records to show** message will display at the bottom of the screen: |

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**To access from the Create** **Override/PA screen:**

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| **Step** | **Action** |
| **1** | From the **Claims** Tab, select the checkbox beside the **Rx#**.   * Click **Create** **Override/PA** from the Quick Actions.     **Result:** The **Override/PA** screen displays.  **If locks are present on the account:**   * Amessage displays at the top of the screen that reads: **“A Pharmacy/Provider Lock was found. Click on the Pharmacy/Provider lock to know more.”** * A **Lock** **icon** and **View Pharmacy/Provider Locks** hyperlink display on the right. |
| **2** | Click the **View Pharmacy/Provider Locks** hyperlink to view **Pharmacy/Provider Locks** information in a pop-up window, shown below. |
| **3** | Click a Lock **ID** hyperlink under the **ID** column to view **Messages** regarding the lock. |

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| **Related Documents** |

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

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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