# Compass - Test Claims

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**Description:** Steps regarding when and how to run and/or perform a Test Claim (a tool to estimate cost and coverage) in Compass. It also includes a note on the prescription limit and a reminder on counting Test Claims for Mail and Retail.

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| When to Run a Test Claim |

**Note:** A maximum of 20 prescriptions can be included in a Test Claim at one time.

**Reminder:** When running a single Test Claim for both Mail and Retail, this counts as two (2) Test Claims.

** DO NOT USE THE TERM TEST CLAIM WITH CALLER - ALWAYS REFER TO PROCESS AS A COST ESTIMATE.**

Follow the steps below:

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| **Step** | **Action** | | |
| **1** | Determine if a rejected claim exists on the account. Refer to [Compass - Search for Prescription and View Prescription Details (049990)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b672049a-a159-42e5-a395-7bdb0ed24fd8). | | |
| **If…** | **Then…** | |
| Yes | Proceed to next section: [Test Claim from Existing Claim](#_Test_Claim_from_1). | |
| No | Proceed depending on whom you are speaking. | |
| **If speaking to...** | **Then...** |
| Member | Proceed to the [Test Claim Without a Claim](#_Process_for_Handling) section. |
| Pharmacy | Ask if the pharmacy can run the claim.   * If yes, there is no need to run a Test Claim. Work from the rejected claim.   **Note:** If the claim is not rejected, educate the pharmacy regarding the paid claim status and if there are any issues, handle them accordingly.   * If not, run a Test Claim. Proceed to the [Test Claim Without a Claim](#_Process_for_Handling) section. |

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| Test Claim from Existing Claim |

Follow the steps below to perform a Test Claim from an existing claim:

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| **Step** | **Action** | |
| **1** | 1. Navigate to the **Claims** table on the Claims Landing page. 2. Confirm with the caller the Rx name, strength, days’ supply, dosage, and form. 3. Check the box of the desired Rx(s) in the **Rx #** column.   **Note:** Test Claims can only be run for the member profile displayed in the Member Details panel. To change the member displaying in the Member Details panel, use **View Related Members** to run a test claim for a different member on the plan. **View Related Members** must be changed when running test claims for specific members for accurate pricing to consider age, gender, etcetera. | |
| **2** | 1. Click **Create Test Claim** on the right side of the screen.   **Results:**   * Enter Test Claim Criteria screen displays.  1. Select the checkbox next to the corresponding Rx number being used for a test claim.   **Result:** Add to Test Claim List button illuminates.    **Notes:**   * The members’ name and plan eligibility effective date are displayed for the test claim for the member. * If the plan’s day supply limitation is beyond the normal 90-day supply, this information is available. * If the **Add to Test Claim List** button does not illuminate, refer to the [Test Claim Without a Claim](#_Process_for_Handling) section. * When a “Not available at Mail or Not in Stock” pop-up displays, refer to the [Test Claim Scenario Guide](#_Test_Claim_from).  1. Click the following hyperlinks (located in List of Test Claims to Run) to view available program information (if illuminated):  * **Client Program Offerings Available** * **Diabetic Bundling Program** | |
| **3** | Check the corresponding box(es) of the desired claims within the **Populate from** **Prescription Claims** and **Populate from** **Historical Test Claims** sections as needed, to include them in the Test Claim.      **Note:** The Populate from Prescription Claims table also shows whether the prescription was filled last at Retail or Mail Order under the **Claim Type** column.    **Tips:**   * Click the chevron **arrow** in the section header to open the section. * Click **Find Drug** near the top of the screen to search for the desired drug and strength, if not listed in the Claims Table. Refer to the [Test Claim Without a Claim](#_Process_for_Handling) section for steps to add a drug to the test claim. | |
| **4** | Click **Add to Test Claim List**.  **Result:** List of Test Claims to Run populates with selected drug(s) from each section.    **Notes:**   * The **Mail Availability** field will display one of the following statuses:   + In stock: Medication is in stock and available to fill   + Not in stock: Medication is not in stock   + Not available: Medication is not available at Mail Order   + Undetermined: Click the hyperlink and pop up displays, “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.” * To remove one or more claims from the list, check the corresponding box(es) and click the **Remove** button. * To add a duplicate drug to the Test Claim, repeat Steps 3 & 4. * When adding or editing Mail Total Qty or Retail Total Qty, only a quantity from 1-999 can be input. * The Dispense as Written (DAW) code for the selected drug(s) from the Prescription Claims and Historical Test Claims sections will populate to the List of Test Claims to Run.If the **Find Drug** button is used, the DAW code will default to DAW 0. To change DAW, use the DAW 0 hyperlink.   **Reminder:** Refer to the CIF for possible DAW rules, such as DAW 9, plan requires brand. In most cases, DAW should be left at 0, unless a brand is specifically requested and a generic is available, or the CIF states otherwise. Refer to [Compass – Dispense as Written (DAW) Codes (057975)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33a277e4-4c74-4317-8b79-40a4cf86b262).  **Result:** Pharmacy information displays under the List of Test Claim to Run table. For Specialty medications dispensing through a Specialty pharmacy, click in-network specialty tab and search by NPI number. | |
| **5** | Click the **Fill Date** calendar icon at the top of the screen to select a different fill date if needed.  **Note:** If the member has future eligibility, the Fill Date will default to the first day of coverage. | |
| **6** | Modify the Test Claim List table criteria as needed.  Refer to [Compass - Test Claims Features (049987)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=811fb894-3107-4895-ad0e-cea9dc002b8e) for available features.  **Packaged Medications Notes:**   * If the quantity entered for packaged medications is not a multiple of the package size, the below **Warning symbol** will display to alert users that Test Claims ran with this quantity it may not provide accurate pricing. **Examples:** Inhalers, Insulin, Specialty medications.   Refer to [Compass - Test Claim - Calculating Quantity of Packaged Medication General Information (049984)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=50bef512-603c-464b-9bb6-cb753eec44c9).   * If assistance is needed in running a test claim, refer to [Compass - Calculating Quantity for Packaged & Non-Packaged Medications (050982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fef7af0d-800c-49b2-9b3d-1831aef5ac2d).   **Note:** The Calculate Quantity Calculator cannot be used for certain medications; when this occurs, the following message displays: "Calculator not available for this drug." | |
| **7** | 1. Review the pre-populated Pharmacy information to make sure the selected pharmacy is agreeable to the caller. 2. Review and confirm with the caller, the pre-populated Days’ Supply for Mail/Retail. Verify the Drug Name/Strength and edit as appropriate.   **Note:** If the pre-populated pharmacy is not agreeable to the caller, refer to the [Test Claim from Existing Claim Scenario Guide](#_Test_Claim_from) for assistance.    **Pharmacy in-network status based on Fill Date:**    **Out of Network message:** When no results are found, a pop-up message displays. Compass includes additional verbiage on the Pharmacy Search screen when only “Out of Network” pharmacies are returned: “No In-Network pharmacies have been found. Out of Network Pharmacies Returned. Click view to continue.” | |
| **8** | Confirm the name, dosage and strength of the Rx(s). Click **Run Test Claims**.      **Result:** The View Test Claims Results screen displays.  Read the disclaimer **verbatim** when informing the member or pharmacy of the estimated cost or coverage:  Icon - Callout **Please note the prices quoted are estimates and may not reflect your actual out-of-pocket costs.**  **Note:** The disclaimer only needs to be communicated once to the member during the same call.  **Editing Test Claim Results:** Can edit from the Test Claim Results Page.    For accounts with secondary coverage, click the **Mail** **Mbr. Pay/Retail Mbr. Pay** hyperlink to populate the **Financial Details** tab; quote the **Member Pay – Total** as the price estimate. For more information, refer to the [Test Claim Scenario Guide](#_Test_Claim_Scenario).  **Note:** Compass displays the quantity with 3 (three) digits after the decimal point. **Example:** 30.000 for a quantity of 30.  One of the following tables displays, depending on how/if drugs are priced together:   * **Drugs Priced Together** (default if Priced Together is activated) * **All Drugs Individually Priced**   **Note****s:**   * If medication is **not available** at mail,  icon provides a message to the agent: “**Mail Member Pay will not be returned for Rx’s that are not available at mail**.” * The **Mail Availability** field will display one of the following statuses:   + In stock: Medication is in stock and available to fill   + Not in stock: Medication is not in stock   + Not available: Medication not available at mail.   + Undetermined: Click hyperlink and pop up displays, “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.” * Compass displays Test Claim results when a plan has a **Copay Waiver Program**. (Clients that participate in the Copay Waiver Program mention this within the CIF. If the member’s plan has a copay waiver program, review the CIF for important notes regarding a Test Claim.) * If a host processing error occurs, verify if the member is active on a **Copay Waiver Program** and check the member’s CIF for additional direction regarding the test claim. * The icon provides a message to the agent to educate the member: “**Administration Fee** may be applied at the pharmacy at the time of processing and may need to be billed separately.” * The  icon provides a message to the agent: “Check the **CIF** to confirm if the client participates in vaccines or allows for the administration fee to be added into the claim at a cost to the member.” * **Alternatives** field will display with **View** option hyperlinked. For more information on Viewing Alternatives refer to [Compass – Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b). * Compass will indicate on the Test Claim results table in the appropriate column when a medication is identified as a LDD (Limited Distribution Drug). Hover over the hyperlink and follow the guidance to transfer the caller to Specialty. | |
| **9** | Click the **View** hyperlink (located under Mail Messages or Retail Messages column).  **Result:** Messaging for <drug name> pop-up displays.    **Med D Only Notes**:   * If the medication is applying towards a **Transition Fill**, additional messaging will display under the **Additional Messages** section. * Messaging will be dynamic. * Once reviewed, agent can click **Close** to return to the Test Claim Results screen.   **Example**: Paid under Transition Fill. PA Required | |
| **10** | Review the Settlement Messages for each drug on the table: | |
| **If Test Claim Status (Mail or Retail) is…** | **Then…** |
| Accepted | 1. Click **Details** hyperlink. **PHD Note:** Retail only. 2. Communicate the results. 3. Provide the copayment amount.   **Note:** The Test Claim does not calculate towards the member’s actual accumulations. The Price Together function provides simulated results for the members’ deductible, MAB, or MOOP accumulators. For details regarding Price Drugs Together, refer to [Compass - Test Claim Features (049987)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=811fb894-3107-4895-ad0e-cea9dc002b8e).   * If the caller states the estimated copay is too high, utilize **View hyperlink** under the **Alternatives** column can be utilized to view available alternatives for medication included in Test Claim. * For more information on **Viewing Alternatives**, refer to [Compass – Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b). |
| Denied | Review the details of the denial to see if there is a rejection code.   1. Click **Reject Code** hyperlink under Reject Messages.   **Result:** The Messaging screen populates. The Reason Why Rejected, as well as any Settlement/Reject codes, and any additional next steps display.  **A screenshot of a computer  Description automatically generated**  I apologize but this medication is not covered by the plan. Please allow me to search for alternatives for you.  **If the member is requesting pricing for denied claims:** Details on how to provide the cost of a denied test claim can be found in [Test Claim Scenario Guide](#_Test_Claim_from). Before discussing the denied test claim pricing with the member, attempt to provide the member with alternative medications.  For more information on **Viewing Alternatives**, refer to [Compass – Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b).  **Reminders:**   1. A dedicated team may handle some rejections. 2. Review the CIF and review Rejection Codes and Resolutions for more detailed information. 3. For additional information about the rejection code, 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) |

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| Test Claim Without a Claim |

Follow the steps below to perform a Test Claim without an existing claim:

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| **Step** | **Action** | |
| **1** | Locate and click **Create Test Claim** on the Claims Landing Page.  **Note:** Test Claims can only be run for the member profile accessed in the **Member Details** panel.    **Result:** Enter Test Claim Criteria screen displays.  **Note:** The name and plan eligibility effective dates of the member whose profile was accessed for the test claim are displayed at the top of the screen.    Icon - Important The standard day supply for the client may be different from the typical 30-day supply (Retail) or 90-day supply (Mail). | |
| **2** | Determine the following: | |
| **If…** | **Then…** |
| The desired drug and strength are listed under the **Rx #** column in the **Populate from Prescription Claims** table | 1. Check the corresponding box(es) in the Prescription Claims table to select.   **Result:** The **Add to Test Claim List** button illuminates.   1. Proceed to [Step 4](#Step4Existing) of the **Test Claim from Existing Claim** section. |
| You wish to include Test Claims from the **Populate from Historical Test Claims** table | 1. Check the corresponding box(es) in the Historical Test Claims Table to select.   **Result:** The **Add to Test Claim List** button illuminates.   1. Proceed to [Step 4](#Step4Existing) of the **Test Claim from Existing Claim** section. |
| The desired drug and strength are NOT listed | Proceed to the next step. |
| **3** | Click **Find Drug**, near the top of the screen, to search for the desired drug and strength.  **Result:** Find a Drug screen displays. | |
| **4** | Search using only one  of the following search criteria, then click **Find:**   * Drug Name * GPI * NDC   If a member requests a Drug Cost Comparison Letter, Test Claims should be conducted by searching the NDC of the medication in question, prior to submitting the Test Claim. Refer to [Scenario Guide](#_Test_Claim_from) for assistance.  **Notes:**   * When typing in the **Drug Name** field, the system will autocomplete with common drug names. Continue typing the full Drug Name or select from the auto-populated drop-down menu. * If a brand name drug is searched, the generic will display if a generic is available and it is an active NDC. * An indicator will be present for specialty drugs as specified by the plan. * An asterisk (\*) is **not** needed when running a wildcard search. * Drugs can be filtered by Most Common or All. * If a “Not Available at Mail or Not in Stock” pop-up displays, refer to the [Test Claim Scenario Guide](#_Test_Claim_from).   **Result:** Drug Search Results display.    **Note**: In the **Drug Search Results** table, the **Mail Availability** (Mail Status) column will display the Rx(s) status at the Caremark Mail Order Pharmacy with one of the following statuses:   * **Available** * **Not available** * **Undetermined** (This status will show as a hyperlink when clicked, a pop up will display, “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.”) | |
| **5** | Select the **desired drug strength** from the list by clicking on the **NDC number**.  **Results:**   * The list will be sorted with the direct generic listed under its brand name drug. * Drug details populate within the Enter Test Claim Criteria screen under the List of Test Claims to Run section. * The **Next** button illuminates.   **Note:** To run a Test Claim for the same drug and strength with a different quantity or day supply, repeat Steps 3-5, making sure to select a different quantity and day supply. | |
| **6** | Proceed to [Step 4](#Step4Existing) of the **Test Claim from Existing Claim** section. | |

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| Test Claim Scenario Guide |

Refer to the scenario guide below as needed:

* [Accounts with secondary coverage](#AccountsWithSecondaryCoveerage)
* [Member proactively asks for a paper form of the cost estimate](#Memberproactivelyyasksforapaperform)
* [Member is requesting pricing on a medication and wants us to request a New Rx](#MemberisReqpricingonMEDWantsnewRx)
* [Caller is requesting pricing on a denied Test Claim](#_If_the_caller)
* [Prescription not available/Not in Stock at Mail](#PrescriptionNotAvailatNISMail)
* [Selected pharmacy is **not** agreeable to the caller](#_Toc141460071)
* [There is no pharmacy close to the member](#_Toc141460072)
* [Member is looking for a more cost efficient alternative or multiple Rx’s within the same drug class](#_Toc141460073)
* [Caller is requesting a Test Claim be run for a vaccine](#_Toc141460074)
* [Caller is requesting a Test Claim be run for a Specialty Medication](#_Toc141460075)

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| **Scenario** | **Action** |
| Accounts with Secondary Coverage | 1. Run the Test Claim.  * For a mail order price estimate, click on **Mail Mbr. Pay**, then quote the **Member Pay - Total**. * For a retail price estimate, click on **Retail Mbr. Pay**, then quote the **Member Pay - Total**.  1. Click on **Mail Mbr. Pay** or **Retail Mbr. Pay** separately to retrieve the accurate price estimate based on the claim type channel.   **Example 1: Mail Mbr. Pay**  **Note**: The **Mail Mbr. Pay** column will display message “**Cost not available**” for any medication(s) not available at mail.      **Example 2: Retail Mbr. Pay**       1. Click **View Supplemental Information** (top right side of screen) to view how the claim processes through the secondary account.      1. Click **Messages**.   **Result:** Includes messages for the secondary plan. |
| Members proactively ask for a paper form of the cost estimate. | * Check the **CIF** to determine if Drug Cost Comparison Letters are handled by the plan. * If a member requests a Drug Cost Comparison Letter, Test Claims should be conducted by searching the NDC of the medication in question, prior to submitting the Test Claim. * **Mail** or **Retail** test claims should be submitted individually to generate a TiC Letter.   Please note that the medication information you have requested will be included in the letter that will be sent, and it may be sensitive in nature.   1. From the Test Claim Results screen, click the **Row Level Action** drop-down arrow and select **Request Drug Cost Comparison Letter**.   **Notes:**   * Go back and submit an individual Test Claim for the correct Cost Comparison letter if needed. * Drug cost comparison letters can only be sent for covered drugs. (Option will be disabled if drug is not covered.)     **Result:** TheRequest Drug Cost Comparison Letter pop-up displays.     1. Inform the member that letters are mailed within 2 (two) business days. 2. Verify the members’ address displayed in the **Mailing Address** field.   **Result:** The members default address displays.   * Use the **Mailing Address** drop-down menu to select a different address if needed. * To add or update an address, click **Add/Update Address**. * Once the address is verified, click **Request Letter**. For further information, refer to[Compass - Request Drug Cost Comparison Letter (TiC – Cost Estimator Tool) (062180)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c4c7f33f-13c4-46c7-b4eb-7d734a93e792).   **Notes:**   * Once the letter is requested, the following message will display: “Drug cost comparison for <drug name, strength, and form> sent. Letter will be mailed within 2 business days.” * To exit, click **Cancel**. |
| Member is requesting pricing on a medication and wants us to request a New Rx. | 1. From the View Test Claims Results screen, click the **Row Level Action** associated with the claim.      1. From the Row Level Action drop-down, select **Initiate New Rx Request**.   **Result:** The New Rx Request screen will display.  Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). |
| Caller is requesting pricing for denied test claims. | **Note:** When running the Test Claim at both Mail and Retail, the reject code under each would need to be clicked separately to simulate the Override/PA for both Mail and Retail messages.   1. On the View Test Claim Results screen, in the **Mail/Retail Message** columns, click the **Reject** hyperlink.      1. Review the Messaging/Additional Messages for details, click **Continue**.   **Note:** Denied pricing on a test claim can be shared with the member. For Third Party callers, refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920), section titled: Information that “May” or “May Not” be Shared with Third Party Callers](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).     1. **Communicate to the caller:** Icon - Callout The prices provided are for simulation purposes only and may not reflect the cost once the issue at hand has been addressed. 2. Click **Confirm**.     **Result:** The simulated price displays in the **Mail/Retail Mbr. Pay** columns. |
| Prescription Not Available/Not in Stock at Mail | **Notes:**   * When running a test claim populated from the Previous Prescription Claims, Historical Test Claims, or pre-populated from the claims tab on the Claims Landing Page, if the Rx is Not Available or Not in Stock, a pop-up will display. * When utilizing the Find a Drug search, once the NDC is clicked to add the medication to the List of Test Claims to Run table, the pop-up will display.   **Example:** Not Available at Mail    **Options available to the caller:**   1. Offer to check CVS retail inventory to determine if the medication is available for the caller to get at a local pharmacy. If the Check CVS Retail Inventory hyperlink is selected, the Rx will pre-populate in the CVS Retail Inventory screen, refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c).   **Note:** Do Not initiate a Mail to Retail Transfer Support Task, refer to [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) for direction on Mail to Retail Transfer request.   1. Advise the caller they can contact their provider for alternatives medication, if the caller ask about alternatives, refer to [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b).   Any alternatives found would need to be discussed with your provider and a new prescription would need to be sent to our Mail Order pharmacy.   * If no alternatives are found and the caller wants to continue with the medication that is Not Available at MailorNot in Stock, advise the caller they would need to fill the prescription at another in network pharmacy. * If the caller’s Rx is at Mail Order and is Not Available at Mail or Not in Stock any longer, refer to [Compass – Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484). Do Not initiate a Mail to Retail Transfer Support Task to assist the caller on how the Rx can be transferred. * If alternatives are found, run test claims to determine coverage and pricing for the alternatives to discuss with their provider.   3. Click **Cancel** to dismiss the pop-up with no action taken.  **Tip:** To continue to check coverage, click **Include in Test Claim** to add the Rx to the List of Test Claim to Run table.  **Result:** Rx will be added to the List of Test Claims to Run table.  **Notes:**   * For Not Available at Mail Rx(s), Compass will not auto-populate the Mail Days’ supply when added to the Test Claims to Run table. * The NIS (Not in Stock) pop-up accounts for DAW code.   In the **List of** Test Claims to Run table, the Mail Availability field will display the Rx(s) status at the Caremark Mail Order Pharmacy with one of the following statuses:   * In stock * Not available * Not in stock * Undetermined (This status displays as a hyperlink when clicked a pop-up indicates “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.”)     **Note:** The Mail Availability field will also be displayed on the View Test Claim Results screen. |
| Selected pharmacy is **not** agreeable to the caller. | 1. Click **Change Mail Pharmacy** or **Change Retail/Specialty Pharmacy** to display the Select Test Claim Pharmacy screen.   **Result:** All in-network Mail Order Pharmacies in the U.S. display, regardless of location.  **Notes:**   * Users are able to search by NPI for Mail Order Pharmacies. * The Change Retail/Specialty Pharmacy button leads to the existing Pharmacy Search screen.      1. From the Select Test Claim Pharmacy screen, select one of the pharmacies listed, then click **Next**.   **Note:** The Nearby Pharmacies search results default to pharmacies near the existing active mailing address. If Mail Order shipping address is not available, Compass uses the eligibility address.   1. Click **Find Another Pharmacy** to display the Find a Pharmacy screen.      1. Use **Find Another Pharmacy** hyperlink to update the pharmacy search criteria including the type of Pharmacy needed by filtering Retail/Mail/Specialty Pharmacies with the radio buttons.   **Notes**:   * The **Fill Date** will default to today’s date for currently active plans but can be changed if needed. * If agent clicks **Refresh List** and the **Fill Date** is blank, message displays “**Fill Date cannot be left blank. Enter a Fill Date**.”  1. Search for a pharmacy, then click the **pharmacy name** to populate pharmacy information in the Test Claim.      1. Proceed to [Step 8](#Step8Click) of the **Test Claim from Existing Claim** section. |
| There is no pharmacy close to the member. | 1. Click **Change Mail Pharmacy** or **Change Retail/Specialty Pharmacy** to display the Select Test Claim Pharmacy screen.     **Result:** All in-network Mail Order Pharmacies in the U.S. display, regardless of location.  **Notes:**   * Users are able to search by NPI for Mail Order Pharmacies. * The Change Retail/Specialty Pharmacy button leads to the existing Pharmacy Search screen. * The **Fill Date** will default to today’s date for currently active plans but can be changed if needed. * If agent clicks **Refresh List** and the **Fill Date** is blank, message displays “**Fill Date cannot be left blank. Enter a Fill Date**.”     **Future Dated Member**   * Future-dated eligibility. Date set to first day of coverage.   **Note:** The **Fill Date** field is defaulted to the first day of coverage.     1. From the **Change Mail Pharmacy** or **Change Pharmacy for Retail/Specialty Pharmacy** Test Claims screen, select the **Find Another Pharmacy** hyperlink to display the Find Another Pharmacy screen.      1. Enter the information for the member’s location, then click **Find**. **Example:** Zip Code, City and State, etcetera.  * If message displays “No In-Network pharmacies have been found. Out of Network Pharmacies Returned. Click view to continue.”      1. Advise the member there are currently no in-network pharmacies in their area, but we can share price estimate information for Mail Order.  * If the member is satisfied with that resolution, return to [Step 4](#Step4Existing) of the **Test Claim from Existing Claim** section. * If the member is not satisfied, proceed to the next step.  1. Confirm if the member would like you to search Out of Network pharmacies in this location (refer to the CIF to determine if Out of Network pharmacy paper claims are allowed), or if the member would like you to search another location.  * If the member would like you to search Out of Network Pharmacies, select **View**. * If the member would like you to search for another area, select **Cancel** and enter a new location to search again.   **Note:** If a retail pharmacy is found, proceed to [Step 8](#Step8Click) of the **Test Claim from Existing Claim** section. |
| Member is looking for a more cost-effective alternative or multiple Rx’s within the same drug class. | Refer to [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b). |
| Caller is requesting a Test Claim be run for a vaccine. | **Do not** run a Test Claim for vaccines unless the CIF indicates pharmacy coverage for the vaccine.  Refer to [Compass - Retail Pharmacy Vaccine & Flu Shot Administration (069531)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43d5b60c-07df-4842-81c9-7de9ca0135be) and [Vaccines (008966)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=442488f7-4aaf-4f47-b1bf-97809946f909). |
| Caller is requesting a Test Claim be ran for a Specialty Medication. | Follow the Test Claim process as described in the applicable section of this document:   * [Test Claim from Existing Claim](#_Test_Claim_from_1) * [Test Claim Without a Claim](#_Process_for_Handling)   **Notes:**   * If Caremark Specialty NPI is 1134100134, refer to [Compass - Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (058175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=845064bd-8ae0-4d30-af0a-e21d6d81933c). * If not Caremark Specialty, use the radio buttons to search for other Specialty Pharmacies for the member. |

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| Related Documents |

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

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

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