# **Compass - Viewing Claims Across Carriers**

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**Description:** This document provides information about Universal IDs (UID) and how to view claims using this identification (ID).

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| **Viewing Claims Across Carriers (by UID)** |

The Universal ID (UID) uses Follow Me Logic (FML) to track a member’s claims from carrier to carrier. The UID is an internal reference number that will not be shared with members; therefore, they will not be able to provide this number over the phone for CCRs to locate their information.

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



Perform the steps below to view all claims attached to a member’s UID:

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| **Step** | **Action** |
| **1** | From the **Quick Actions** panel select the **View Claims Across Carriers** hyperlink.    **Result:** A single view tab will open and display claims across other carriers. The following information is displayed (items in bold will allow agent to sort by hovering over the tab and a blue arrow will display):   * **Member ID** * **Rx #** * **Dispensed Drug** (Clickable link to Drug Details screen) * **Provider** * **Qty/Days** * **Pharmacy** (Clickable link to Pharmacy Details screen) * **Fill Date** * **Status** * **Paid** * **Carrier** * **Account** * **Group** * **Follow Me Logic**     **Note:** If selecting **View Claims Across Carriers** and there are no claims to view, the following message will display: “No Records Found.” |

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| **Determining If a Claim Was Processed Using Follow Me Logic** |

The claims that are viewed on the View Claims Across Carriers screen may have been processed while the member was under another carrier.

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| **Step** | **Action** | |
| **1** | From the **Quick Actions** panel, select the **View Claims Across Carriers** hyperlink.    **Result:** TheView Claims Across Carriersscreen opens to display any claims. | |
| **2** | Locate the **Follow Me Logic** column. | |
| **If the field…** | **Then…** |
| Says “Yes” | The claim was processed with a UID attached. |
| Is blank | The claim was processed without this logic. |

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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)

**Abbreviations/Definitions:** [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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