**Compass - Refund** **for a Mail Order Balance Credit**

[Check Received for Unknown Reason](#_Toc201809910)

[Issuing a Mail Service Refund](#_Toc201809911)

[Issuing a Refund for a Credit Balance](#_Toc201809912)

[Related Documents](#_Toc201809913)

**Description:** Steps to determine the reason for a refund check that was received including the process for issuing a mail service refund or refunding of a credit balance. Includes instructions on reviewing Mail Order History and Payment History in Compass.

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| Check Received for Unknown Reason |

To assist a caller who has received a check from the PBM and does not know the reason, perform the steps below:

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| **Step** | **Action** |
| **1** | Review the **Mail Order History** in Compass for a full cancelled order. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) as needed.   * If a payment was sent with the order that was cancelled, the PBM sends a refund to the member. |
| **2** | Review the **Mail Order Payment History** screen to determine if a refund check was issued for a credit on file. Refer to [Compass - Mail Order Payment History Screen (053927)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2) as needed. |
| **3** | Review Claims History. Refer to the “Claims” section of [Compass - Claims Landing Page (049993)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c8f0ac8f-b076-4187-944d-2cf65b0ec799) as needed.  **Note:** If unable to determine why the check was issued,  Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).  **Turn Around Time (TAT):** Up to three (3) business days. |

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| Issuing a Mail Service Refund |

For the following refund scenarios, submit a Payment Dispute Support Task:

* Issue a refund for an amount other than the current balance.
* Issue a refund to a credit card or electronic check account which is not tied to an order.
* If you select a payment type, which has not been previously used on the PBM account and attempt to refund it, Compass displays an error message. If this occurs, enter sufficient/specific notes in the created Support Task.

**** **Under no circumstance** is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. This includes but is not limited to Support Task comments/notes and Alerts. Credit card numbers and E-check routing and account numbers may only be entered in system-specified credit card number/E-check routing and account number fields. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.

To request a refund, create a Payment Dispute Support Task with specific details justifying why this special refund is warranted. For more information refer to [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only) (058044).](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764)

**Turn Around Time (TAT):** Up to three business days.

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| Issuing a Refund for a Credit Balance |

**Notes:**

* There must be a negative balance on file to submit a refund.
* Do not remove the payment method from the account. If the member wants the payment method removed after the credit is applied, they will need to call back.
* We issue approved refunds within three (3) business days. The Financial Institution (**Examples:** Bank, HSA, etcetera) releases the funds back into member’s account according to the Financial Institution’s guidelines. Due to the Financial Institution’s internal processing times, member may see a delay in refund.

To issue a refund for a credit balance, perform the steps below:

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| **Step** | **Action** |
| **1** | From the **Quick Actions** panel on the **Claims Landing Page**, click the **Current Balance** hyperlink.    **Result:** The Mail Order Payment Historyscreen displays. |
| **2** | Review the Mail Order Payment History screen to find the original method of payment.  **Notes:**   * The refund type should be the same method used for the original payment. * Refer to [Compass - Payment - Finding (Locate) a Payment and Unapplied Payments (056290)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70c94821-78b7-4cc3-9070-ffc252362be7) as needed. |
| **3** | In the **Transaction Type** dropdown, select the type of refund appropriate to the original payment method.   * This field defaults to **Payment**. Click the dropdown to select the appropriate refund method.     **Note:** There must be a negative balance on file to submit a refund. |
| **4** | Enter the appropriate refund amount in the **Amount** field.  **Note:** The refund cannot exceed the balance on the account.  **Turn Around Time (TAT):** A refund check will be sent to the member within four (4) business days. Allow extra time for mailing. |
| **5** | Select the appropriate saved payment method on file based on the original payment method.  **Notes:**   * If the original payment method is no longer on file, offer the member the option of sending them a check for the balance they are requesting. Verify the full name and address where the check should be issued and mailed.   + If they accept, choose **Manual Refund** from the **Transaction Type** dropdown.   + If they decline, follow the process outlined in [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only) (058044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764). * If the agent enters a refund amount that exceeds the balance on the account, an error message displays. |
| **6** | Click **Submit**. |

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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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