**Compass - Pharmacy Search and Details**

[Locating and Viewing Pharmacies: Retail, In Network Mail, In Network Specialty Pharmacies](#_Toc206573754)

[Scenario Guide](#_Toc206573755)

[Related Documents](#_Toc206573756)

**Description:** Process for locating and viewing information for in-network retail pharmacies includes accessing the Pharmacy Search via the Quick Actions panel. The instructions ensure default member address details are pre-populated for convenience.

To view pharmacies that are in the members Retail 90 and Vaccine Network. Customer Care Representatives (CCRs) with access to Compass, view the **Pharmacy Details** tab.



|  |
| --- |
| **Locating and Viewing Pharmacies: Retail, In Network Mail, In Network Specialty Pharmacies** |

Perform the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the **Quick Actions panel** on the Claims Landing page, or the Quick Action panel in Member Snapshot Landing page, click **Pharmacy Search** hyperlink.    **Result:** A new tab opens, and the Find a Pharmacy screen displays.  **Note**: The **Fill Date** will default to today’s date for currently active plans but can be edited.    **Future Dated Member**   * The **Fill Date** will default to first day of coverage. Refer to [Scenario Guide](#_Scenario_Guide) for assistance.   **Notes:**   * The members’ default Street Address, City, State and Zip Code pre-populates. * To remove all pre-populated search criteria, click **Clear**. * To remove pre-populated search criteria in an individual field, locate the field and delete the populated data. * When performing a Pharmacy Search without a pharmacy name (clear the fields and search with zip code and fill date only). **Note:** Compass limits the search to the first 100 pharmacies. * Compass uses all fields when performing the proximity search based on Street Address, City, State, or Zip Code. (When searching by Zip Code only, proximities will vary). * Program field can only be adjusted when searching for Retail pharmacies. |  |
| **2** | Select the Pharmacy Type radio button.   * Retail * In-Network Mail * In-Network Specialty   + Retail pharmacies that carry and dispense Specialty medications will only display when filtering by Pharmacy Type: In-Network Specialty.   A close-up of a mail  Description automatically generated  **Note:** Proximity column does not display for **In-Network Mail** search. For more information, refer to [Scenario Guide.](#_Scenario_Guide)     * If the default address is applicable to the search, click **Find**.   **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.” Refer to [Scenario Guide](#_Scenario_Guide) for assistance.    **Result:** Pharmacy Search Results table displays.     * Pharmacy in-network status is based on the fill date.     **Notes**:   * If agent clicks **Find** and the **Fill Date** or **NPI/NCPDP**, **ZIP Code** or both **City** and **State** fields are blank, message displays "**Search criteria are missing. Enter the Fill Date**.”   + If the **Fill Date** is blank and agent clicks **Find**, message displays “**Fill Date cannot be left blank. Enter a Fill Date**.” * Agent has the option to search by **Pharmacy Name**. For assistance, refer to [Scenario Guide](#_Scenario_Guide). * When there are no results found the system will display "No results found that match your search criteria.”   + If No In-Network Pharmacies pop up displays, refer to [Scenario Guide](#_Scenario_Guide).   The following information will be viewable in the Search Results table:   * Pharmacy NPI * Pharmacy Name * Pharmacy NCPDP * Pharmacy Address * Proximity to Search Criteria (**Retail Only**) * Programs (**Retail Only**) * Pharmacy Fax * Pharmacy Phone |  |
| **3** | Provide the caller with pharmacy information based on the caller’s request. For assistance, refer to [Scenario Guide](#_Scenario_Guide).  **Notes**:   * The Pharmacy Search Results will default nearest to furthest (the maximum number of pharmacies returned is 100.) based on the default address on file for the member. * Compass will display an (ascending sort) icon () in the **Proximity to Search Criteria (Miles)** column, allowing agents to change the search results to display furthest to nearest. |  |

[Top of the Document](#_top)

|  |
| --- |
| **Scenario Guide** |

Refer to the following scenarios as needed:

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| Future Dated Member | When performing a pharmacy search for **Future Dated Members**, message displays under the **Fill Date** field, “Future-dated eligibility. Date set to first day of coverage.  **Note:** The **Fill Date** field is defaulted to the first day of coverage but can be edited.    Continue to Step 2. |
| No In-Network Pharmacies | a. When performing a pharmacy search and there are no In-Network Pharmacies found. Compass displays a pop up “No In-Network pharmacies have been found. Out of Network Pharmacies Returned. Click view to continue.”     * To view Out of Network Pharmacies, click **View.**   **Result:** Out of network pharmacies will populate  **Note:** No results populate when clicking **Cancel**.   1. Provide the caller with pharmacy information based on the caller’s request. |
| In-Network Mail Order | a. When performing a pharmacy search for In-Network Mail Order Pharmacies, the only fields that can be adjusted is **Pharmacy Name**, **NPI/NCPDP, Fill Date.**    b. Provide the caller with pharmacy information based on the caller’s request. |
| Searching by Pharmacy Name  Searching by Zip Code | When performing a search by Pharmacy Name, City and State, or Zip code is required.    When performing a search by Zip code. First clear the information and then add the zip code. After adding the zip code, select **Find**. The list of pharmacies will show with proximity. |
| Caller asks for other pharmacy details that are not available on the Pharmacy Search Results screen | Click the **Pharmacy Name or NPI** hyperlink.  **Result:** Pharmacy Details screen displays.  A screenshot of a computer  Description automatically generated |

[Top of the Document](#_top)

|  |
| --- |
| **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)

[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**