# Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response

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**Description:** When and how to create a Doctor Phone Call (DPC) request when there are inquiries about a prescription.

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| DPC Request - Examples of When to Submit a DPC Request Using the DPC Request Button |

**Note:** To initiate a DPC request through automation, use the **New Rx Request** hyperlink in the **Quick Actions** panel of the Claims Landing Page. Refer to the [DPC Request Process](#_Process) section in this document.

* FastStart is closed, or they will not assist when member on the phone and the doctor’s fax number needs to be updated or added.
* Member does not want to place a payment account on file, **and** they are a first-time customer to mail.
* Copay is $0.00.
* Member has credit on their account and does not want to charge this specific order. After the Support Task is submitted, refer to [Compass – Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267) or [Aetna - Compass – Edit or Cancel a Self-Submitted Support Task (064184)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=df79dc21-b702-4a58-9695-a75ea8650857) to add notes for the request.
* FastStart is closed, or they will not assist with the duplicate prescription message.

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| DPC Request Process |

 Do **not** submit a DPC Request during FastStart hours (Monday - Friday 8:00 a.m. – 6:30 p.m. CT). Instead, call FastStart at **1-866-281-0636** (internal phone number; do not disclose to member).

After you determine that a DPC Request Support Task is needed, complete the following steps:

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| **Step** | **Action** | | |
| **1** | Proceed depending on what screen you are submitting the DPC Request Support Task from during the New Rx Request process.  **Notes:**   * Clients may not have the DPC Request option. * After a DPC Request Support Task is submitted, the **New Rx** tab is available to complete New Rx Request for Rx(s) that were not included in the support task. * The DPC Request button illuminates if the radio dial or checkboxes are selected. | | |
| **If the DPC Request is submitted from the…** | **Then…** | |
| Place a New Rx Request – Provider screen | Click the **radio dial** or **checkboxes** of the Rx(s) needed for the DPC Request. The DPC Request button illuminates then, click **DPC Request**.    **Result:** The DPC Request Support Task tab opens.  **Notes:**   * A DPC Request can only be submitted for one provider at a time. * If the provider’s fax number needs to be updated or added and the member is on the phone and if the member has a phone or fax number for the provider then initiate the DPC Request from the Place a New Rx Request – Provider screen. * Educate the member that our FastStart team sends a one-time request to the provider’s office; it will not be permanently updated in Caremark’s database. * If multiple prescriptions are on the Provider screen, select the prescription(s) needing the DPC Request. | |
| Place a New Rx Request – Quantity screen | Click the **checkboxes** of the prescription(s) needed for the DPC Request. The DPC Request button illuminates then click **DPC Request**.    **Result:** The DPC Request Support Task tab opens.  **Notes:**   * If the member requests less than the plan allows or if the plan allows to fill more than a 90-day supply, warm conference/transfer to FastStart. If FastStart is closed, submit a DPC Request Support Task. * If multiple prescriptions are on the Quantity screen, select the prescription(s) needing the DPC Request. | |
| **2** | Confirm the member, medication, and provider information at the top of the screen.  Please allow me to review your request with you. Today we are requesting:   * <Member’s name> * <Medication name, strength, dosage form> * <Provider’s information> * <Quantity for day supply>   Do I have everything correct?  **Note:** To exit the DPC request, click **Cancel**.   * If the information is correct, proceed to the next step.   **Result:** Compass displays the following message when a Test Claim **cannot** be completed: “Test claims failed to run. **Try rerunning test claims**.” Refer to the [DPC Scenario Guide](#_DPC_Scenario_Guide) for further information.    **Notes:**   * Quantity and Daysfields are editable. Click **Rerun Test Claims** if you update these fields. * To remove a prescription, locate the correct row in the table, click the **Row Level Action (drop-down arrow)**, and select **Remove**. * If new provider information is needed, the **Provider Search** button is available. | | |
| **If** **the DPC Request was initiated from the...** | **Then...** | |
| Provider screen | Complete all required fields. | |
| Quantity screen | Necessary fields will be pre-populated. | |
| **3** | Confirm the **Shipping Address** and **Phone Number**.  Review and confirm the member’s shipping address and phone number are correct before submitting the request.  If speaking to an authenticated member, Power of Attorney, AOR (Appointment of Representative), and/or Legal Representative, verify this information by proactively providing the default shipping address and phone number on file.   * If speaking with an authenticated third-party caller, ask them to provide the shipping address and phone number for the order. Do **not** proactively offer this information.   For instructions on updating the shipping address and phone number, refer to the following work instructions as needed, then proceed to the next step.   * [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) * [Compass - Add / Edit / Delete Phone Number (053256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c37d4289-63b2-4732-a35c-c411cc26a29c) | | |
| **4** | Provide the caller with the **Total Cost** and copay disclaimer, then confirm the **Payment Method**.  **Note:** Copay disclaimer has a checkbox as a requirement.   * If the Payment Method needs to be updated, refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | | |
| **5** | Once all required fields are completed, the **Submit Support Task** button illuminates.  **Before** clicking the button, advise the member:    We will reach out to your provider via fax, typically within 24 hours. If we receive the prescription from your provider, it will process within five (5) business days and will ship from our pharmacy the next business day. If your provider responds you will receive automated notifications via your preferred method of communication of your order status. We will attempt to obtain the prescription twice in the next 5 business days. If your provider does not respond, you will receive automated notifications via your preferred method of communication of your order status.  Would you like to proceed with a request for a new prescription from your provider?   * If **No**, click **Cancel** to exit the DPC request. * If **Yes**, click **Submit Support Task**.   **Note:** If a pop-up message displays indicating the Test Claims failed, refer to the [DPC Scenario Guide](#_DPC_Scenario_Guide).  **Result:** The DPC Request Support Task Submitted screen displays. | | |
| **6** | Assist the member with obtaining other medications as needed: | | |
| **If…** | | **Then…** |
| No other prescription(s) are being submitted for a New Rx Request or DPC Request | | Click **Close**. |
| Other prescription(s) need to be submitted for a DPC Request | | Click **Close**, and then click the **New Rx** tab and return to [Step 1](#Step1). |
| Other prescription(s) need submitted for a New Rx Request | | Click **Close**, and then click the **New Rx** tab and complete a **New Rx Request**. 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). |

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| Delayed Prescriber Response - Call Types Handled by Provider Contact/Delayed Prescriber Response Line |

The **first** resource for assistance should be a Team Lead or Senior Team.

**** Do notprovide the Physician Contact number to the member at any time. All member calls should be directed through Customer Care.

Customer Care can address Order Status inquiries. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) and reference the following sections: Order Status, Interpretation of Order Status Details, Order Status Research Tips, and Order Status Reference Table.

**** Customer Care Representatives (**CCR**) may release prescriptions on hold for **Delayed Prescriber Response** if the medication was not in stock (NIS) but is now in stock through Mail Order, refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) section titled: Manage Divert Issues Support Task to view steps on how to release order.

**Hours of Operation:**

* **Monday - Friday:** 7:00 a.m.-5:30 p.m. CT
* **Saturday and Sunday:** Closed

**Providers only:** Warm Transfer the provider to the Delayed Prescriber Response line at **1-800-459-1907 (Internal number only)**.

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| **If the member…** | **And conflict is…** | **Then…** |
| States the provider did not receive an outreach from CVS Caremark or requests an additional outreach to the prescriber | DPC, FRC, FRX, RRF MCB, NIS, RTP, PAR, PLN, PBR | Do **not** transfer the member.    **CCR:** Contact the Delayed Prescriber Response Line at **1-800-459-1907**and ask that the request be resent, or outreach made to the prescriber’s office. |
| **If the prescriber…** | **And conflict is…** | **Then…** |
| * States that they did not receive an outreach from CVS Caremark. * States that they faxed back to CVS Caremark, but we did not receive. * Prescriber’s office is calling back due to a call from CVS Caremark to verify a prescription.   **Examples:** Missing information, illegible signature, etcetera. | DPC, FRC, FRX, RRF MCB, NIS, RTP, PAR, PLN, PBR | **This line is for providers only.**    **CCR:** Warm conference/transfer the prescriber to the Delayed Prescriber Response line at **1-800-459-1907 (Internal number only)**. |
| Received fax but has not yet responded. | N/A | Ask the prescriber to fill out and fax the request back. |

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| Delayed Prescriber Response - Verify Conflict in Order |

Follow the steps below:

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| **Step** | **Action** |
| **1** | Access the **Mail Order History** tab on the Claims Landing Page, determine the name(s) of the medication(s) in question that are In Process. |
| **2** | Click the **Order Number** hyperlink to open the Order Details screen, and then click the **member’s name** to view the medication name(s) in question. |
| **3** | Once the medication is located, click the **Conflicts** hyperlink to view Conflict information. |
| **4** | Review the Conflict Description, if any.        **Note:**If additional assistance is needed to determine why the order is pending, view the order’s **Alerts/Notes** hyperlink for more information. |
| **5** | Review the [Delayed Prescriber Response - Call Types Handled by Provider Contact/Delayed Prescriber Response Line](#_Delayed_Prescriber_Response) section above to determine if they should be contacted.  **Note:** Do not contact the Delayed Prescriber Response Line for assistance with questions to determine if you should contact the Delayed Prescriber Response Line instead; contact your Team Lead or Senior Team. |

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| DPC Scenario Guide |

Utilize the scenario guide for the following situations:

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| **Scenario** | **Action** | |
| Test claims failed to run. Try rerunning test claims. | 1. Click the **Try rerunning test claims** hyperlink.       **Result:** The DPC Request Support Task – Test Claim Results screen displays.   * The Approved/Rejected column displays: “Test Claim failed.” * The following message displays in the **Cost** section: “Test Claim failed. **Run a manual test claim**.”  1. Click the **Run a manual test claim** hyperlink.     **Result:** The Test Claim subtab opens.  **Notes:**   * **Approved/Rejected** field displays Test claim failed. * The **Total Cost** is blank.  1. Return to DPC Request Process [Step 3](#DPCRequestProcessStep3). | |
| Clicking Submit Support Task - the Test Claim failed to run automatically. | When the **Review the Following** pop-up message below displays, a manual Test Claim is needed to provide the member with the copay amount:  “The test claim failed to run automatically. Verify you have provided the copay.” | |
| **If …** | **Then…** |
| Manual Test Claim has been run. | 1. Click the **checkbox** to indicate “I have run a manual test claim and provided the copay amount to the member.”   **Result:** The Place Order button illuminates.   1. Click **Place Order** to continue with the order. 2. Click **Cancel** to return to the DPC Request Support Task screen. 3. Return to [DPC Request Process Step 6](#DPCRequestProcessStep6). |

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| Related Documents |

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

[Compass – Delayed Prescriber Response/Prescriber Holds (057051)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=101f5c27-321e-427d-86e2-715d4e62b660)

**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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