# Compass - Extra Bottle Requests

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[Extra Bottle Request Process](#_Toc168573150)

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**Description:** Instructions where members may occasionally request an extra prescription container for their medication.

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| Reminders |

Extra bottle requests will not be honored for medications while in processing.

All extra bottle requests **must** have an affixed prescription label prior to shipping. Request is only honored if within 90 days from the order ship date counting the ship date as Day 1.

Our Mail Order pharmacy uses one bottle size for mail prescriptions, aside from those that come pre-packaged.Smaller bottles are not available. Extra bottles will be shipped with a standard cap that can be used as both child-proof and non-child proof.

 If the member is requesting extra bottles for more than one prescription and prescriptions have separate order numbers, submit a **separate task** from each order number that has prescriptions that need an extra bottle.

 If the member is requesting an extra bottle for **more than one prescription** and they are being dispensed from different pharmacies, a **separate task** **must be completed** for each of the dispensing pharmacies.

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| Extra Bottle Request Process |

Complete the steps below:

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| **Step** | **Action** |
| **1** | Verify there is not a Support Task in process for an extra bottle. Refer to [Compass - View Support Task History (050044)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1674c564-fc41-42ad-a7c2-f3b610716cba) as needed. |
| **2** | From the **Mail Order History** tab on the Claims Landing Page, click the **Order Number** hyperlink for the order that needs extra bottles.    **Result:** The Order Details Screen displays. |
| **3** | Expand the order by clicking the chevron arrow next to the member’s name. Click the boxes next to the prescription(s) in the order you are requesting the extra bottle.  **Note:** All Rx’s with the checkbox selected within the order will be included in the task. |
| **4** | From the **Rx Actions** drop-down menu, select **Extra Bottle**.    **Notes:**   * If the Order does not have a ship date within the last 90 days, the following error message will display: “Unable to send extra bottle because order was shipped more than 90 days ago.” * Once the prescription is selected, the **Extra Bottle** option from the **Rx Actions** drop-down menu is enabled. (If status is not shipped, option will be disabled.)   If the Order Status is in **Pending Carrier Pickup** or **Delivered**:   * PeopleSafe Users: Swivel to PeopleSafe to submit the RM Task, refer to [PeopleSafe Extra Bottle Requests (004624)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11fcc2d4-1d39-4b76-a6ac-9701e58372dd). * Compass Only Users: Contact the Senior team for assistance.     **Result:** TheNew Support Task screen displays. |
| **5** | Complete the required fields for the support task and advise the member of the appropriate **Turn Around Time**.  **Note:** All pre-selected prescriptions made from the order automatically populate into the Support Task. |
| **6** | Click **Save** to submit the support task. |

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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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