# Compass - Corrections to Deductible, MOOP, and MAB (CDH Accumulations Task)

[Request Correction for Deductible, Max Out of Pocket (MOOP), or MAB Accumulation](#_Toc173214126)

[Turnaround Time](#_Toc173214127)

[Related Documents](#_Toc173214128)

**Description:** Steps to correct Deductible, Max Out of Pocket (MOOP), or MAB Accumulation after validation, excluding Aetna, Medicare D, or the Senior Team. Details include asking probing questions, researching issues, and providing necessary information to resolve inquiries.

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| Request Correction for Deductible, Max Out of Pocket (MOOP), or MAB Accumulation |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Ask probing questions to determine the reason for their call then research the member’s issue and provide information to the caller. | |
| **If…** | **Then…** |
| Able to resolve the inquiry | Provide the information needed, assist with any other requests, and complete the call. |
| Not able to resolve the inquiry | Proceed to Step 2. |
| **2** | Determine if the support task is appropriate (the accumulations are/may need updated) by fully researching the situation to determine that this action is needed.  **Examples:** Plan is integrated with medical but medical expenses are not updated, claims on file that should go toward accumulators but are not, etcetera. Review CIF, Work Instructions, Member’s Recent Cases, Alerts, Test Claims, Accumulations, Benefits, etcetera.  **Note:** If the member has less than 10 days’ supply on hand and this would affect their ability to receive their medication (such as they cannot afford the copay without the accumulations being updated), contact the Senior Team. | |
| **3** | Empathize and acknowledge that you understand their concerns. Advise the caller that you will be submitting a request to have this reviewed.  I can definitely see how this would be frustrating. I am reaching out to have this reviewed. We will work to resolve this within 10 business days, but it may take more time, depending on your plan. You will be contacted when they have an update. Thank you for your patience.  Create a CDH Accumulations Support Task as follows:  **Task Type:** CDH Accumulations  **Delivery System:**   * Paper Claims * Point of Sale * Mail Order   **Complete the following fields:**   * Contact Phone Number * Out of Pocket Amount * Max Benefit Amount * Dispute Description * Deductible Amount * Shipment Date (required for Mail Order) * Drug Name * Fill Date   **Notes:** Include the following required information in the notes field.   * Order number and/or Rx number * Accumulator type   Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) as needed. | |
| **4** | Click **Save**.  **Result:** The Support Task Team contacts the member when the issue is resolved. | |

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| Turnaround Time |

Any deductible, MOOP or MAB issues (specifically around CDH-Cardholder plans) requiring the Account Manager to contact the client or Third-Party Administrator (TPA) may require additional time for resolution. In these circumstances, we are waiting for the client or Third-party administrator to reply back to us.

Advise the member that the average time to resolve the task can exceed **10 business days**.

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| Related Documents |

[Resolution Manager (RM) Task Types and Their Use (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

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

[Compass- Viewing Accumulations (050010)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c4fb8a09-f22f-49cd-a22d-71930039f08c)

**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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