# Compass - Member Low or Out of Medication

[Process](#_Toc201587136)

[Related Documents](#_Toc201587137)

**Description:** Opportunities to offer a member when they are low or out of medication.

|  |
| --- |
| Process |

**We NEVER want a member to go without medication and we ALWAYS want to provide options.**

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | 1. Once it is determined that the member has five (5) days’ supply or less of medication on hand, run a Test Claim to determine their eligibility for a refill. Refer to [Compass - Test Claims 050041](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) as needed.   Ensuring continuous therapy of plan-covered medication is a PBMs highest priority. For all medication-related calls, you must confirm the current day’s supply on hand. If the member is at risk of running out of medication, review options below and take the appropriate steps.  **Exception:** If related to a Retail to Mail Prescription Transfer and the member has less than **10 days’ supply** on hand, proceed with further steps.   1. Select from one of the hyperlink options below:  * [Order is Too Early to Fill](#Orderistooearlytofill) * [No refills left on current prescription or the prescription is expired](#Norefillsleftoncurrentprescription) * [Doctor’s office is closed](#Doctorsofficeisclosed) * [Traveling or out of their residential area](#Travelingoroutofresidentialarea) * [Lost or stolen medication](#Lostorstolenmedication) * [Unable to pick up medication (No Transportation)](#unabletopickupmedsnotransport) * [Member cannot afford shipping costs](#Membercannotaffordshippingcosts) * [Member cannot afford medication](#membercannotaffordmedication) * [None of the above applies](#Noneoftheabove) * [None of the options listed above are available to the member and the member is or will likely run out of medication](#NoneofOptionslistabveapply) | |
| **If…** | **Then…** |
| Order is Too Early to Fill | Consider the possible options listed below:  Research and evaluate the reason the member is low on medication by performing the following:   * Review the CIF to determine if their plan will allow Plan Benefit Overrides for their scenario, such as dosage change, vacation, Mail Order or participant delay or lost/stolen medications. Refer to [Compass – Plan Benefit Override (PBO) Guide 061708](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) as needed.   + If an override is allowed and no refills are available, reach out to the prescriber for a New Rx to be sent to the local retail pharmacy.   If we are unable to reach their doctor, pharmacy or medical provider, the member should be encouraged to reach out on their own to help resolve the issue.   * If the override is not possible, then review the CIF to determine if their plan allows for Bridge Supply (refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b))or initiate a request to fill a 90-day Maintenance Choice prescription at our Retail pharmacy (refer to [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4)).   **OR**  Recommend that the member pay out of pocket (or with coupon programs) to tide them over until the next available fill date on the plan. Share next available fill date per test claim.  **OR**  Advise the member to have the retail pharmacist contact us to request a Prescription Transfer (refer to [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484)) as long as the order is not in Label Print, shipped or expired.  **OR**  Ask the member to consult with their prescriber to see if they have samples available.  **OR**  In instances where not taking the medication would cause harm to the member and no other option will immediately resolve the issue, the member may consider going to the Emergency Room. |
| No refills left on current prescription or the prescription is expired | Reach out to the prescriber for a new Rx to be sent to the local retail pharmacy. |
| Doctors Office is closed | Suggest that the member visit a CVS MinuteClinic (which allows one-time medication renewal on most medications) or a walk-in clinic. Refer to[MinuteClinic, E-Clinic, Telehealth and Telemedicine Frequently Asked Questions (090037)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cbbae264-df50-49cb-9fab-e58e2996af2c).  **Note:** Teledoc providers may not be able to prescribe all medications remotely.  **The following prescriptions are not eligible for this service:**   * Medication for episodic conditions such as migraines * Narcotics or pain medication * Sample medications * Medications with refills remaining. * Medications requiring prior authorization to fill. * Medications last used more than 60 days prior to visit.   The member is required to show the prescription bottle, identify where the prescription was last filled, and provide the prescriber’s contact information.  **Result:** The practitioner at MinuteClinic reviews the patient’s medical history, then performs an evaluation.    **OR**  In instances where not taking the medication would cause harm to the member and no other option will immediately resolve the issue, the member may consider going to the Emergency Room. |
| Traveling or out of their residential area | Refer to [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f). |
| Lost or Stolen Medication | Refer to [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f). |
| Unable to pick up medication (No Transportation) | Suggest [CVS ExtraCare](https://www.cvs.com/carepass/join) (Member will need to sign up)  **OR**  Ask for local prescription delivery. |
| Member cannot afford shipping costs | Suggest [CVS ExtraCare](https://www.cvs.com/carepass/join)  (Member will need to sign up)  **OR**  Ask for local prescription delivery.  **OR**  To Waive a Shipping Fee as a result of a PBM error, refer to [Compass - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (062861)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a367086-d68a-4202-baea-6b30dfa4aaba). |
| Member cannot afford medication. | Suggest looking for Manufacturer Coupons online. Advise the member to contact the specific organization for further information.     * Government plans such as Medicare or Medicaid do **not** allow the use of manufacturer coupons. * To utilize manufacturer coupons, members may need to fill these prescriptions at their Retail Pharmacy or Specialty Pharmacy. * Adding Manufacturer Copay Assistance Cards to your profile does not guarantee it will be applied to your prescription mail order.   **Note**: Manufacturer assistance is processed separately from the member’s prescription benefits.  **OR**  Offer options from the [Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c).  **OR**  Some pharmacies also have low-cost generic programs. (The member will need to call those pharmacies.)  **Example:** Pharmacy Health Savings Pass.  **OR**  Suggest to the member to ask their retail pharmacist for a smaller supply. If for Home Delivery/Mail Order review CIF, and run a test claim, to determine if their plan allows a 30-day supply.  **OR**  **Copay Installment:** (Offer only if the member indicates they are having problems paying for their prescription.) Refer to the CIF to determine if the client has this offering. This separates the cost of the prescription into three separate payments. Refer to [Compass - Copay Installment Payments (057183)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14e13366-0206-4670-9b6f-15de902471d6) as needed.  **Example:** If the amount due is $300, then they would make three equal payments of $100 to pay for the prescription. |
| None of the above applies. | **Suggest:** Ask the member to consult with their prescriber to see if they have samples available.  **OR**  Suggest to the member to visit a CVS MinuteClinic (which allows one-time prescription renewal on most medications) or walk in clinic.  **The following prescriptions are not eligible for this service:**   * Medication for episodic conditions such as migraines * Narcotics or pain medication * Sample medications * Medications with refills remaining. * Medications requiring prior authorization to fill. * Medications last used more than 60 days prior to visit.   The member is required to show the prescription bottle, identify where the prescription was last filled, and provide the prescriber’s contact information.  **Result:** The practitioner at MinuteClinic reviews the patient’s medical history, then performs an evaluation.  **OR**  In instances where not taking the medication would cause harm to the member and no other option will immediately resolve the issue, the member may consider going to the Emergency Room. |
| If the options listed above are unavailable to the member and the member is or will likely run out of medication | Contact the Senior Resolution Team for assistance.  Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).  **Medicare D or EGWP:**  Refer to [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c)

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

[Compass – Member Unable to Locate Medication at Mail Order or Retail (Back Order, Shortage, Not in Stock - NIS)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47f1fc7c-d771-45ae-9de3-179ac312f222) (065451)

[Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9)

**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**