# Compass - Outbound Phone Numbers Displaying on Caller ID

[Calls from Customer Care (Callbacks from Commercial and Med D Care Centers)](#_Toc205472056)

[General Outbound Calls (Refill Reminders, Programs for Mail Order and Retail)](#_Toc205472057)

[Miscellaneous Calls](#_Toc205472058)

[WellTok Calls](#_Toc205472059)

[Related Documents](#_Toc205472060)

**Description:** List of phone numbers that display on the member’s caller IDs when we call them. When automated outbound mail adherence calls are made by us, we provide a 7-digit reference number and ask for the member’s date of birth to confirm to ensure the correct recipient.

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| Calls from Customer Care (Callbacks from Commercial and Med D Care Centers) |

The phone number displayed on Caller ID is 623-228-9898.

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| General Outbound Calls (Refill Reminders, Programs for Mail Order and Retail) |

Refer to as needed:

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| **Number Displayed on Caller ID** | **Inbound Number left on answering device** |
| 231-622-4403 | 877-306-3893 |
| 404-381-1615 | 888-511-8052 |
| 423-822-2465 / 423-822-2466 | 877-477-1442 (General) |
| 480-391-4600 | 866-485-4639 |
| 678-421-4928 | 877-495-0422 |
| 678-421-4929 | 877-495-0477 |
| 855-673-6197 | 888-557-7852 |
| 855-673-6198 | 888-557-7853 |
| 855-673-6200 / 855-673-6221 | 888-803-5117 |
| 866-573-9184 | 866-624-1481 (Pharmacy Advisor) |
| 866-704-1590 | 866-704-1590 |
| 877-255-1681 / 800-776-1355 | 877-255-1681 |
| 888-277-4144 | 866-992-1041 |
| 855-418-9359 | 855-418-9359 |

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| Miscellaneous Calls |

Refer to as needed:

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| **Call From** | **Reason** | **Number Displayed on Caller ID** |
| Aetna | Outbound call regarding Aetna/SilverScript Integration Initiative.  The purpose of these communications is to educate the beneficiaries on how they could obtain more health care benefits if they convert from their PDP to an Aetna Medicare Advantage MAPD plan. | 202-602-2663 / 203-446-3676 / 205-419-6025 / 206-347-0217 / 207-218-5718 / 207-531-4055 / 208-514-1375 / 209-813-4651 / 210-729-1477 / 216-416-1565 / 217-702-4295 / 218-878-9633 /  219-250-1802 / 225-217-6889 / 225-532-0071 / 228-207-4554 / 229-299-0708 / 231-598-4118 / 239-221-0995 / 240-345-9817 / 252-642-6190 / 262-706-1849 / 267-799-1283 / 267-895-3722 /  270-205-4012 / 276-356-0661 / 302-721-6474 / 304-362-5334 / 304-443-0048 / 307-217-8012 / 308-313-3522 / 313-284-6654 / 314-720-6559 / 317-868-7113 / 334-422-9106 / 347-467-4984 /  401-424-1281 / 402-256-1571 / 404-984-2113 / 404-986-8685 / 405-367-6307 / 423-617-0473 / 458-505-3142 / 479-802-3495 / 502-203-0929 / 505-933-7817 / 515-200-5632 / 515-575-9153 /  601-419-7078 / 602-334-4454 / 605-252-5406 / 607-210-0907 / 609-521-2647 / 614-367-5148 / 702-935-0051 / 713-913-4638 / 718-407-0773 / 720-398-0454 / 731-224-7076 / 740-314-4461 /  781-561-7427 / 785-268-4020 / 801-642-4146 / 802-505-6645 / 803-761-9051 / 804-451-3210 / 816-537-1790 / 816-537-1817 / 833-408-0434 / 833-408-0436 / 833-408-0437 / 833-408-0438 /  833-408-0439 / 833-408-0440 / 833-413-0429 / 833-413-0430 / 833-413-0431 / 833-413-0432 / 833-413-0433 / 833-421-0833 / 833-421-0834 / 844-292-7550 / 844-330-4133 / 844-330-4139 /  844-330-6698 / 844-330-6698 / 844-787-1591 / 844-787-1591 / 844-849-6996 / 844-961-9430 / 844-961-9490 / 844-961-9498 / 844-961-9501 / 844-961-9610 / 844-961-9735 / 844-961-9738 /  855-637-4975 / 855-698-5930 / 856-457-8981 / 860-799-4290 / 866-412-9250 / 877-470-4982 / 877-470-6026 / 877-470-6031 / 877-470-6046 / 877-470-6054 / 888-407-1101 / 888-407-9969 /  888-408-0020 / 888-408-0020 / 888-920-5548 / 913-228-1467/  800-553-1351 |
| Auto Refill Program (ARP) | Automatic Refill and Renewal education - ARP | 877-255-1681, (Aetna) 877-284-0828 |
| Automated Outbound Calls | Callers can choose to receive a call back instead of waiting for an agent when there is a hold time. | When the automated call back is made, the phone number that the caller will see will be the phone number that they initially dialed, or a number associated with it. |
| Care | Cold pack shipped from pharmacy | 800-824-6349 |
| Translation of diabetic supplies/clarification on diabetic orders | 800-556-8750 |
| Lost in transits | 800-824-6349 |
| Order received for new client implementation | 800-841-5550 |
| Order reshipped (HealthNet client only) | 888-624-1139 |
| Order reshipped from pharmacy | 800-824-6349 |
| Pharmacy Advisor | 877-418-4772 |
| Refill to soon (Future Scripts client only) | 800-824-6349 |
| Rx changed with MD permission | 888-447-0783 |
| Care | Various, they also provide a 7-digit pin for callback | 866-520-7789, 888-381-3385 |
| Aetna Medicare | Various, they also provide a 7-digit pin for callback | 866-887-9741 |
| COVID-19 Vaccine | Outbound call to register for COVID-19 vaccine. This is an ongoing call campaign where CVS Caremark contacts eligible members on behalf of their health plan. | 844 #’s  May display as: CVS\_COVID\_VACC |
| FEP | Various | 602-431-5000 |
| Finance / Billing | Various | 866-665-6745 |
| Messaging Platform | Order received by pharmacy | 800-824-6349 |
| Order shipped from pharmacy | 800-824-6349 |
| Medication Therapy Management (MTM) Program | A program to help members better understand the purpose and use of their medications. | (855) 505-6809 / (617) 369-7397 / (319) 304-9273 / (505) 303-1590 / (719) 247-1875 / (945) 229-6564 / (855) 568-2339 / (541) 636-9640 / (321) 209-6527 / (507) 216-3440 / (720) 248-0215 / (970) 286-7958 / (855) 618-2818 / (515) 666-5335 / (331) 205-8392 / (509) 508-0108 / (727) 201-0688 / (984) 243-2491 / (855) 660-4542 / (201) 268-3479 / (332) 240-0677 / (512) 518-4874 / (734) 210-1702 / (866) 519-7550 / (855) 679-6333 / (203) 212-8434 / (336) 218-3739 / (513) 301-1598 / (757) 364-2718 / (866) 837-3547 / (855) 751-7660 / (203) 658-7433 / (337) 347-9516 / (515) 207-7030 / (757) 401-4547 / (866) 993-0452 / (855) 745-9910 / (203) 903-4930 / (380) 710-9661 / (520) 230-3765 / (757) 586-3620 / (866) 993-1718 / (855) 755-9221 / (207) 209-3856 / (385) 203-8440 / (539) 202-3478 / (771) 212-8487 / (866) 837-1845 / (855) 755-9908 / (208) 207-7252 / (385) 205-5930 / (563) 214-8359 / (775) 276-6176 / (855) 795-6337 / (208) 242-4122 / (385) 210-1223 / (564) 225-2216 / (775) 387-4357 / (855) 924-5533 / (208) 497-5344 / (385) 275-5480 / (567) 200-4191 / (775) 430-4821 / (281) 915-9025 / (208) 505-1689 / (401) 209-2399 / (573) 303-3029 / (779) 203-8635 / (281) 503-4800 / (210) 236-1045 / (401) 216-6779 / (574) 366-3537 / (779) 341-1525 / (281) 915-9024 / (213) 257-8188 / (401) 287-7585 / (575) 208-5571 / (785) 251-0253 / (855) 484-1580 / (216) 200-5903 / (401) 335-0941 / (575) 249-2429 / (802) 341-0074 / (855) 515-2835 / (218) 206-6429 / (402) 318-7054 / (580) 215-0491 / (803) 212-9984 / (855) 613-3858 / (218) 227-3786 / (402) 509-1880 / (582) 852-2690 / (804) 215-7315 / (855) 795-3148 / (225) 224-7320 / (405) 215-9674 / (585) 371-5923 / (808) 466-3954 / (855) 904-1407 / (228) 265-5731 / (405) 310-8736 / (586) 436-3882 / (812) 213-2315 / (855) 905-1556 / (240) 224-3788 / (406) 200-9542 / (601) 203-1388 / (816) 286-4028 / (855) 905-4689 / (240) 367-9277 / (406) 203-3470 / (601) 255-2442 / (832) 224-3246 / (855) 935-0410 / (240) 406-9776 / (406) 205-2548 / (602) 649-1113 / (843) 352-3264 / (855) 937-2431 / (253) 363-9874 / (406) 209-9142 / (605) 416-2144 / (843) 371-5685 / (855) 962-8108 / (260) 209-0831 / (408) 444-9276 / (605) 679-6471 / (843) 695-7991 / (614) 321-5617 / (262) 286-2550 / (412) 346-6216 / (608) 270-8120 / (859) 402-1534 / (855) 640-3392 / (270) 240-0120 / (414) 207-4549 / (612) 204-2938 / (860) 310-1936 / (855) 651-3778 / (270) 418-3753 / (415) 429-1290 / (615) 208-9426 / (862) 235-0442 / (855) 658-6906 / (302) 213-6610 / (417) 319-1906 / (616) 238-0360 / (862) 297-0239 / (855) 390-7150 / (302) 319-3365 / (423) 668-6707 / (619) 361-8090 / (865) 214-6646 / (855) 528-2550 / (305) 874-0164 / (443) 687-7476 / (662) 404-8417 / (901) 213-6987 / (855) 751-8870 / (307) 222-3902 / (445) 269-9875 / (681) 347-6629 / (904) 328-7701 / (855) 390-7302 / (307) 439-5921 / (470) 305-5017 / (681) 466-0602 / (908) 440-7719 / (855) 528-2852 / (308) 218-6107 / (479) 259-2305 / (701) 203-2459 / (912) 200-6519 / (855) 723-7009 / (312) 767-5184 / (479) 368-0746 / (701) 237-1522 / (913) 210-0345 / (855) 374-7057 / (313) 261-4585 / (479) 487-1940 / (702) 329-6033 / (913) 213-1024 / (855) 374-9512 / (314) 282-2320 / (484) 577-3706 / (704) 412-2799 / (914) 294-5411 / (515) 316-6329 / (316) 202-1638 / (501) 295-4932 / (706) 250-9192 / (919) 516-9957 / (515) 337-2941 / (317) 280-3006 / (502) 438-8852 / (706) 341-3524 / (920) 305-0952 / (515) 666-1966 / (318) 317-2114 / (504) 215-8940 / (716) 218-3108 / (928) 318-6205 / (515) 666-4244 / (319) 259-6394 / (505) 225-3564 / (719) 225-2861 / (928) 350-8317 |
| Participant Services (PSC) | Various | 866-644-0876, 888-379-5756 |
| Pharmacy Advisor | Various | 480-391-xxxx,412-xxx-xxxx  Refer to [Compass - View and Present Opportunities from the Health Engagement Engine (HEE) (053429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=511e28f5-2757-4292-8353-4e3cf171e180). |
| Pharmacy Advisor | Goal is for the member to take action to refill medication at their pharmacy of choice. | Technician Staffed Line: 1-866-209-4777  Refill Reminder: 877-579-9842  Late to Refill Call: 877-580-2114  Text message: 53333  Emails:   * “CVS Caremark” = @msg.CVSCaremarkRxAlerts.com * “Rx Notification” = @msg.rxhealthalerts.com |
| Premium Billing - Dunning | Dunning letter is in OneClick.  **PeopleSafe Users:** Follow the steps to view Oneclick in Compass. [Compass MED D - Viewing Correspondence and Requesting Reprints (061763)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6bce8cc8-2318-4271-85a3-07198190a18c).  **Compass Only Users:** Contact a supervisor for assistance. | 844-958-3861 |
| Specialty | Various (callback) | 847-444-62\*\*, 866-387-2573  Fertility (COE): 877-269-4831  Dedicated line for the Fertility Center of Excellence (COE) within our CVS Specialty Department.  If Member wants to fill their fertility medication(s) by using CVS Specialty, warm transfer them to The Fertility COE. |
| Vendors | Various reasons | CVS Caremark displays with 480-391-4828. |
| Virgin Pulse | Refill Expire Notice  Refill Available Notice  Auto Refill Program (ARP)  ARR Disenrollment, Zero Refill Notice  **Note:** Requires 8-digit code when member calls in. | 877-200-0914 |
| Cannot Fill, Future Fill Release, Future Fill Split, Future Fill Held – Duplicate Rx, FF Held, MD Hold, Refill Expire Warning, Refill Available Reminder, Zero Refill Warning  **Note:** Requires 8-digit code when member calls in. | 877-200-0887 |
| Order Shipped, Order Shipped Combined, Refill Available Warning  **Note:** Requires 8-digit code when member calls in. | 877-200-0882 |

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| WellTok Calls |

Use as needed:

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| **Calls from…** | **Number Displayed on Caller ID:** |
| Other | 866-546-1447 |
| Accordant | 866-552-3348 / 866-628-8863 / 877-604-4632 / 877-848-7941 |
| Accounts Receivable | 866-427-7476 / 877-292-3390 / 877-591-0794 |
| Adherence | 866-231-9923 / 866-532-0188 / 866-532-8733 / 866-532-7339 / 866-537-2393 / 866-615-6326  866-615-6589 / 877-230-1272 / 877-292-3386 / 877-299-7134 / 877-306-3893 / 877-471-8419  877-471-8429 / 877-477-1442 / 877-495-0422 / 877-495-0477 / 877-613-7987 / 877-621-5848  877-766-9481 / 888-321-0384 |
| Chrysler | 888-568-8789 |
| Doc Not Responsive | 866-430-1891, 888-458-0469 |
| Enterprise Adherence (Rx Ante 30-90 day) | 866-732-8108, 866-788-1002 |
| FEP | 877-446-9105 |
| HealthNet Med D | 877-316-4106 |
| Med D Shipment Confirmation | 866-730-7569, 877-255-1678 |
| Medication Therapy Counseling | 866-222-1621 / 877-316-4094 / 877-477-1931 / 877-495-1683 / 888-565-3909 |
| SilverScript | (Online EOB education) - 855-269-0220, 877-864-7747 |
| Specialty Mt Prospect Branch 20 | 877-283-2402 / 888-672-8935 / 888-675-3769 / 888-675-3772 / 888-678-5911 / 888-682-4417 |
| Specialty HepC Nurseline | 866-564-6388 |
| Specialty Prior Auth | 866-222-2015 |
| Specialty Lenexa Branch 41 | 866-285-8934 |
| Specialty Raleigh Branch 4B | 866-588-2529 |
| Specialty Tampa Branch 33 | 866-932-2854 |
| Specialty Troy Branch 21 | 877-258-1385 |
| Specialty Bartlett Branch 76 | 877-258-1388 |
| Specialty Caremark Connect | 877-261-5303 |
| Specialty Caremark Connect | 877-847-7834 |
| Specialty Fairfield Branch 11 | 877-258-1390 |
| Specialty Milford Branch 7A | 877-258-1393 |
| Specialty Redlands Branch 01 | 877-279-9481 |

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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)

[Compass - Calling Issues Messaging Platform or Automated Outbound Calls and Do Not Call (057529)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3cfa0107-6faa-42eb-b203-c32ab42a4d96) – refer to section titled: Automated Outbound Calls

[Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6)

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