**Compass - Manufacturer Copay Assistance Cards**

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**Description:** Explains how to add a Manufacturer Copay Assistance Card to a member’s profile in Compass.

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| General Information |

While Manufacturer Copay Assistance Cards are added, edited, and viewed through the Coordination of Benefits (COB) section of Compass, they do not process the same as another prescription insurance plan.

* Manufacture Copay Cards **CAN** be used even if the CIF indicates “no” for COB.

 **It is imperative** that the disclaimer is read when adding a manufacturer copay card:

 **The Manufacturer Copay Assistance Card program may not be approved for your order based on manufacture guidelines. To verify rules and days’ supply allowed for your card contact the Manufacturer Copay Card Assistance Program number found on the back of your discount card. Please Note: The order will process through your plan benefit whether the copay card applies or not.**

**Reminders:**

* Viewing/Adding/Editing a Manufacturer Copay Assistance Card **only** applies to Mail Order claims and are the only type of card we can add to the member’s profile. For examples of these and other cards that cannot be added, refer to [Scenario Guide for Manufacturer Copay Assistance Card](#_Scenario_Guide_for).
* The Manufacturer Copay Assistance Card pricing is not reflected in Test Claims or in the paid claims viewable by Commercial Care. It is reflected in the invoice provided to the member.
* Commercial Care is not able to view the members’ invoice online and therefore unable to determine if it the copay card was applied.
* If the member requires the final cost verified **before** an order is processed, the member may instead want to use an in-network retail pharmacy, such as CVS Pharmacy.
* The member will need to provide the information at their preferred retail pharmacy for retail claims or at the Specialty pharmacy for Specialty medication claims.
* Existing claims **cannot** be reversed and reprocessed to apply a Manufacturer Copay Card.

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| Adding a Manufacturer Copay Assistance Card |

 Copay assistance programs **are not available** to patients receiving prescription reimbursement under any federal, state, or government-funded insurance program or medical assistance program including but not limited to:

• **Medicare (Part D, Advantage, Medigap)**

**• Medicaid**

**• TRICARE, VA, Department of Defense, GEHA**

**• Anywhere** that copay assistance is prohibited where restricted by law or the insurance provider.

For the above plans offer options such as:

* [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b)
* [Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c)

 Adding Manufacturer copay card information is considered an account change, refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to determine who can make these changes.

Perform the steps below:

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| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page or the Claims Landing Page, navigate to the **Quick Actions** panel and click **Coordination of Benefits (COB)**.  **Note:** Only member specific benefits display. |
| **2** | Click **Add**.  **Note:** If an eligibility address is not on file, the Add button is disabled. Review the CIF to determine who handles the member’s eligibility Follow the instructions.    **Result:** The Add Additional Coverage popup displays. |
| **3** | Read the disclaimer to the member:  **The Manufacturer Copay Assistance Card program may not be approved for your order based on manufacture guidelines. To verify rules and days’ supply allowed for your card contact the Manufacturer Copay Card Assistance Program number found on the back of your discount card. Please Note: The order will process through your plan benefit whether the copay card applies or not.**  Answer **yes** to the following question from the popup: “**Is this a Copay/Manufacturer Card?”.**  **Note:** If the member requires the **final cost to be verified before an order is processed**, they may instead use an in-network retail pharmacy, such as CVS Pharmacy.  A screenshot of a computer screen  AI-generated content may be incorrect.  It is imperative the correct Radio button is selected as each option triggers specific adjudication logic. Refer to [Identifying Manufacturer Copay Assistance Card](#_How_to_Identify).  If Coordination of Benefits (secondary insurance) is being added, then “No” should be selected. Refer to [Compass - Viewing, Adding, and Editing Coordination of Benefits (COB) for more information (058048)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=50aa7279-263d-4b4e-9905-096e4fa3f2a0).  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Find Drug popup displays. |
| **4** | Search by typing information into the Drug Name, GPI, or NDC fields and click **Find.**  A screenshot of a computer  AI-generated content may be incorrect. |
| **5** | Click the **NDC number** hyperlink from the Search Results.  **Results:** Adds the drug to the Add Copay/Manufacturer Card popup.  A screenshot of a computer  AI-generated content may be incorrect. |
| **6** | Input the Manufacturer Copay Assistance Card information (**not the member’s Caremark ID card information**) as provided by the member.  The following fields are displayed and must be completed. Ask the member for the following information listed on their **Manufacturer Copay Assistance Card:**   * **Member ID:** Required * **BIN/IIN:** Required * **PCN:** Required * **Group Number:** Required (if printed on card)   **Note:** Most Copay Card processors require the Group Number printed on the copay card to be submitted in order for the card to pay. It is best to assume it is required, but if the member does not see it on the card, then it can be left blank.   * **Insurer Name:** Optional * **Effective Date:** Required (If the member does not have this information, use the default date generated by the system.) * **Expiration Date:** Required (If the member does not have this information, use the default date generated by the system.)   **Note:** The Expiration Date must be greater than the Effective Date. If less than the Effective Date, the following error message displays: “**Expiration Date must be greater than Effective Date**.”  A screenshot of a computer  AI-generated content may be incorrect.  Input and spell the information EXACTLY as it is presented on the COB or Manufacturer Copay Card. **Before saving, repeat the information back to the member to confirm it has been entered correctly.** If this is entered incorrectly it can cause exclusion of the secondary payer and copay card **will not** be applied. Refer to [Identifying Manufacturer Copay Assistance Card](#_How_to_Identify) for a list of BIN/PCNs we currently accept (Group Number and Member IDs will vary) which also includes a list of non-copay cards.  **Notes:**   * Most manufacturer assistance programs require the patient to enroll in their program. Patients can be informed to search online for copay assistance for their drug. * Prescription discount cards/coupons such as GoodRx are not manufacturer copay assist cards and are **NOT** accepted at mail order. (**Example:** BIN/PCN = 015995/GDC). |
| **7** | Verify the information is correct and click **Save**.  **Result:** Coordination of Benefits screen displays.  **Notes:**   * When added successfully, a message displays: ” Coordination of Benefits (COB) successfully added.” * When add is unsuccessful, an error displays as a banner. * Adding a Manufacturer Copay Assistance Card affects Mail Order claims only. * **The Manufacturer Copay Assistance Card pricing is not reflected in Test Claims or in the paid claims viewable by Commercial Care.** It is reflected in the invoice provided to the member. Commercial Care is not able to view the members’ invoice online and therefore unable to determine if it was applied.   It is vital to read the disclaimer:  **Adding a Manufacturer Copay Assistance Card does not guarantee coverage/use of the card. Caremark submits the claim to the manufacturer after the member’s pharmacy benefit has been processed and paid. However, we cannot guarantee the manufacturer will reduce the member’s copay.**  **Note:** If the member requires the **final cost verified before an order is processed**, the member may instead want to use an in-network retail pharmacy, such as CVS Pharmacy. |

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| Identifying Manufacturer Copay Assistance Card |

**Examples of Manufacturer Copay Cards** => Select the **Yes** radio button.

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| **BIN** | **PCN** | **Note** |
| 004682 | CN |  |
| 006012 | PDMI |  |
| 018844 | 3F | Not ‘FFF’ |
| 019158 | CNRX |  |
| 025242 | SSN |  |
| 600426 | 54 |  |
| 600428 | 06780000 |  |
| 601341 | OHCP | Letter “O,” not zero |
| 610020 | ACCESS |  |
| 610020 | ACR |  |
| 610020 | PDMI |  |
| 610020 | PXXPDMI |  |
| 610524 | 1016 |  |
| 610524 | LOYALTY |  |
| 610852 | 2001 |  |
| 610852 | CPY |  |
| 637765 | CRX |  |

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| Editing Manufacturer Copay Assistance Card Information |

 Manufacturer Copay Assistance Card information provided by the member cannot be deleted from the profile.

Perform the steps below:

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| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page or the Claims Landing Page, navigate to the **Quick Actions** panel and click **Coordination of Benefits (COB)**.  **Note:** Only member specific benefits display. |
| **2** | Click the **Row Level Action** drop-down arrow and select **Edit**.    **Note:** The Row Level Action dropdown is not visible for Research Cases and Inactive accounts.  **Result:** The Edit Copay/Manufacturer Card Information popup displays. |
| **3** | Update the Manufacturer Copay Assistance Card information as directed by the member. Repeat the information back to the member to ensure 100% accuracy and then click **Save**.  It is vital to repeat back the card information to the member and ensure it is accurate. If there is an error the card **cannot** be used.  A screenshot of a computer  AI-generated content may be incorrect.  The following fields displays:   1. **Member ID:** Required (this is not the member’s ID number from their Caremark ID card) 2. **BIN/IIN:** Required 3. **PCN:** Required 4. **Group Number:** Required (if printed on card)   **Note:** Most Copay Card processors require the Group Number printed on the copay card to be submitted in order for the card to pay. It is best to assume it is required, but if the member does not see it on the card, then it can be left blank.   1. **Insurer Name:** Optional 2. **Effective Date:** Required (If the member does not have this information, use the default date generated by the system.) 3. **Expiration Date:** Required (If the member does not have this information, use the default date generated by the system.)   Ensure you are entering and spelling the information EXACTLY as it is presented on the COB or Manufacturer Copay Card. **Before saving, repeat the information back to the member to confirm it has been entered correctly.** If this is entered incorrectly it can cause exclusion of the secondary payer and copay card WILL NOT be applied. Refer to [Identifying Manufacturer Copay Assistance Card](#_How_to_Identify) for a list of BIN/PCNs we currently accept (Group Number and Member IDs will vary) which also includes a list of non-copay cards.  **Note:** The Expiration Date must be greater than the Effective Date. If less than the Effective Date, the following error message displays: “**Expiration Date must be greater than Effective Date**.”  **To Exit:**  To exit without editing information, click **Cancel**.  **Result:** The Coordination of Benefits screen displays. |
| **4** | Inform the member you have added the card, and read the disclaimer-  **Adding a Manufacturer Copay Assistance Card does not guarantee coverage/use of the card. Caremark submits the claim to the manufacturer after the member’s pharmacy benefit has been processed and paid. However, we cannot guarantee the manufacturer will reduce the member’s copay.**  **Examples: (Not an all inclusive list)**   * Plan does not allow use of Manufacturer Copay Assistance Cards). * The Manufacturer Copay Assistance Card program may not approve use at Mail Order (member should contact the Manufacturer Copay Card Assistance Program directly for more information regarding the rules for their specific card).   **Note:** If the member requires the **final cost to be verified before an order is processed**, the member may instead use an in-network retail pharmacy, such as CVS Pharmacy. |

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| Viewing Manufacturer Copay Assistance Card Information |

When the member has questions regarding claim submission and/or coordination of benefits, perform the steps below to view benefits:

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| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page or the Claims Landing Page, navigate to the **Quick Actions** panel and click **Coordination of Benefits (COB)**.  **Result:** The Coordination of Benefits screen displays.  **Claims Landing Page View**    **Member Snapshot Landing Page View**  A screenshot of a computer  AI-generated content may be incorrect.  **Note:** Only member specific benefits display. |
| **2** | **View COB information by:** **Default** is Active. This can be changed to Filter by Active, In-Active or Both.   * If there is no eligibility address on file, the following message displays: “**Unable to view or add COB without Eligibility Address on file.**” Review the CIF to determine who handles the member’s eligibility.   **Note:** To review additional information, click the appropriate **Member ID** hyperlink.    **Result:** The View Additional Coverage popup displays.  **Reminders:**   * Yes, in the Copay/Manufacturer Card field identifies the additional coverage as a Manufacturer Copay Assistance Card. * Drug Name and Manufacturer fields displays information related to the Manufacturer Copay Assistance Card.   A screenshot of a computer  AI-generated content may be incorrect. |
| **3** | Click **Close** to return to the Coordination of Benefits screen. |

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| Scenario Guide for Manufacturer Copay Assistance Card |

Some cards/coupons available to members may/may not be used at Caremark Mail Order to reduce the member’s copay.

Refer to table for Examples:

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| **Savings Cards** | **Examples:**  **Note:**  The member needs to provide information specific to their copay card. | **Eligible for adding into Compass for Caremark Mail Order prescriptions** |
| **Manufacturer Copay Assistance Card** | A close-up of a card  AI-generated content may be incorrect. | Yes. |
| **Discount Card** | A yellow and white card with black text  AI-generated content may be incorrect. | **No**, Can only be used at a Retail Pharmacy. |
| **Manufacturer Credit Card** | A blue and white credit card  AI-generated content may be incorrect. | **No,** Can only be used at a Retail Pharmacy. |
| **Drug Coupon** | A coupon with a discount  AI-generated content may be incorrect. | **No**, Can only be used at a Retail Pharmacy. |

Refer to the following scenarios as needed: (Select the appropriate hyperlink below)

[Manufacturer Copay Assistance Card amount did not apply to the member’s accumulators.](#_Toc155631567)

[Member states a Manufacturer Copay Assistance Card was not applied correctly to order.](#_Toc155631568)

[Member is calling about a Manufactuer Copay Assistance Card for a Specialty Medication](#_Toc155631569)

[Member is calling about a Manufacturer Copay Assistance Card for a medication at a Retail pharmacy.](#_Toc155631570)

[Member is asking how to determine if a Manufacturer Copay Assistance Card was applied.](#_Member_is_asking)

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| **Scenario** | **Action** | |
| Manufacturer Copay Assistance Card amount did not apply to the member’s accumulators. | When a Manufacturer Copay Assistance Card is applied to an order, the assistance amount is **not** applied to accumulations. | |
| Member states a Manufacturer Copay Assistance Card was not applied correctly to the order. | * 1. Government plans (**Example:** Medicare and Medicaid) are **not eligible including GEHA** to use a Manufacturer Copay Assistance Card.   2. Verify the card was added accurately before the date of the order and that the information on file is correct. Refer to [Viewing Manufacturer Copay Assistance Card Information](#_Viewing_Manufacturer_Copay).  **Reminder:** Confirm with the member the Manufacturer Copay Assistance Card is not expired.   **Note:** If the member requires the final cost to be verified before an order is processed, the member may instead use an in-network retail pharmacy, such as CVS Pharmacy.  Do **not** send a Support Task to reprocess the claim. The card must have been on file and accurately added before the claim was processed. If it was, and it was not applied, the card is not able to be applied at Mail Order at this time. | |
| **If…** | **Then…** |
| **Card is on file and was added accurately.** | **I definitely understand that would be frustrating.** **Adding Manufacturer Copay Assistance Cards to your profile does not guarantee it will be applied to your order.**  There are various reasons for this, such as:   * The plan does not allow use of Manufacturer Copay Assistance Cards (such as plans that accept federal funds). * The Manufacturer Copay Assistance Card program may not approve use at Mail Order. * Member should contact the Manufacturer Copay Card Assistance Program directly for more information on the rules for the specific card and verify if manual rebate options are allowed if the card is not applied to a claim.   **Reminder:** The above are examples, are not an inclusive list as there are numerous reasons a Manufacturer Copay Assistance Card may not be applied at Mail Order.  Offer options such as:   * [Compass - Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b) * [Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c) |
| **Card is not on file** | **I definitely understand, let me add the Manufacturer Copay Assistance Card to your account right now so we can take that into account for future orders.** **Adding a Manufacturer Copay Assistance Card does not guarantee coverage/use of the card.**  Refer to [Adding a Manufacturer Copay Assistance Card](#_Adding_a_Manufacturer).  Do **not** send a Support Task to reprocess the claim. The card must have been on file and accurately added before the claim was processed. If it was, and it was not applied, the card is not able to be applied at Mail Order at this time. |
| **Card is on file, but inaccurate** | **I definitely understand we have that Manufacturer Copay Assistance Card accurately added now so we can take that into account for future orders.** **Adding a Manufacturer Copay Assistance Card does not guarantee coverage/use of the card.**  Refer to [Edit the Manufacturer Copay Assistance Card information](#_Editing_Manufacturer_Copay), confirm all the card information back to the member, and reassure them.  Do **not** send a Support Task to reprocess the claim. The card must have been on file and accurately added before the claim was processed. If it was, and it was not applied, the card is not able to be applied at Mail Order at this time.  **Note:** If the member must have the **final cost verified before an order is processed**, the member may instead use an in-network retail pharmacy, such as CVS Pharmacy. |
| Member is calling about a Manufactuer Copay Assistance Cardfor a Specialty Medication | Adding Manufacturer Copay Assistance Cards to the member’s account only applies to CVS/Caremark Mail Order.  Refer to the CIF to see who handles Specialty Medications and refer the member to their Specialty Pharmacy for assistance. | |
| Member is calling about a Manufacturer Copay Assistance Cardfor a medication at a Retail pharmacy. | Adding Manufacturer Copay Assistance Cards to the member’s account only applies to CVS/Caremark Mail Order.  Refer the member to their preferred in-network retail pharmacy. | |
| Member is asking how to determine if a Manufacturer Copay Assistance Card was applied. | The members’ invoice provides a note indicating copay assistance was applied. The Copay assistance amount is not viewable in our systems.  The member needs to review their invoice. We are unable to view the invoice online.  A close-up of a prescription  AI-generated content may be incorrect.  **Reminders:**   * There are numerous reasons a copay card may fail to be applied at Mail Order. It is vital that the disclaimer is read. * If the member needs to be sure a Manufacturer’s Copay Card is applied, recommend they fill the medication at a local retail pharmacy. | |

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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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