# Compass – Member Unable to Locate Medication at Mail Order or Retail (Back Order, Shortage, Not in Stock - NIS)

[Process](#_Toc201760040)

[Prescription (Rx) Transfer Resolution Chart](#_Toc201760041)

[Frequently Asked Questions (FAQs)](#_Toc201760042)

[Related Documents](#_Toc201760043)

**Description:** Use when the member is unable to locate their medication due to backorder, shortage of supply or not in stock.

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| Process |

Follow the steps when a member calls for a medication that is not in stock or experiencing a shortage:

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| **Step** | **Action** | | |
| **1** | 1. Perform a Test Claim to verify plan benefits.  * Verify if member has Maintenance Choice (MChoice), Retail 90, etcetera. * If a Prior Authorization (PA)/Appeal is required per the Test Claim ensure that you proactively send an electronic Prior Authorization (ePA). This will initiate the Prior Authorization on behalf of the member. * Offer alternatives as needed.  1. Review the Client Information Form (CIF) for special instructions on MFG (Manufacturer) Backorder or Drug Shortages and determine if plan allows a retail fill for Manufacture Backorder override.  * If the plan allows this override and it is appropriate, refer to [Compass – Plan Benefit Override (PBO) Guide (061708).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) | | |
| **2** | Determine which pharmacy type where the member was unable to locate their medication: | | |
| **If…** | **Then…** | |
| Mail Order (MOR) | Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to determine Mail availability.  **or**  Check the NIS (Not in Stock) list.   1. Copy/paste the backorder (back order) drug hyperlink using a Microsoft Edge browser at<http://sapmmreports.caremark.com/shortage_rpt.htm>   **Med D:** Review the backorder drug list at <http://www.accessdata.fda.gov/scripts/drugshortages/default.cfm>   If you cannot access the Backorder Drug list by specific location after selecting the above hyperlink **and** you receive a “Forbidden” error, this indicates a user ID permission error and is not an error in this document. Ask your supervisor or manager to open an IT ticket and report this occurrence. Do not request theSource Access for this error. This is a user ID permission error.     1. Locate the Dispensing Pharmacy for the Memberby accessing the Claims Landing page, click the **Mail Rx** tab and navigate to the **Mail Pharmacy Address.** 2. Select the appropriate member’s dispensing pharmacy by:  * WBP (Wilkes-Barre, PA) * CHI (Chicago, IL) * SAT (San Antonio, TX) - dispenses only to Texas Medicaid patients * HIP (Honolulu, HI) – dispenses only to Hawaii clients.  1. Review and determine the status of the medication at the member’s assigned dispensing pharmacy.  * If unable to locate the medication at the member’s assigned dispensing pharmacy, check the other locations from the hyperlink listed above. * If medication is found at another Mail Order dispensing pharmacy determine the status of the order. * If the order is In Process for this medication, **do not** create the Support Task. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8)and **Not Available/Not in Stock Scenario Guide** in the [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6). * If the order is any other status, offer to create an Offline refill support task. Refer to [Compass – Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed) section titled: Offline Refill Using the Create Support Task Button.   **Note:** Take the following actions when creating an **Offline Refill Support Task**   * **Task Type:** Refills Request- Offline Refills * **Reason:** System Error on Refill Screen * Include Rx number(s) and Rx name(s)in the Drug Names field. * Document the reason for the Offline Refill in the task notes.   In the Notes section of the task, request that the prescription be filled by the specific pharmacy which has the medication in stock. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) as needed.  **Note:** Advise the member that there is no guarantee the medication will still be in stock (**Example:** May have received a limited supply), but we make every attempt to fill the order if the medication is available at that time.     * If the medication is not available at the Mail Order dispensing pharmacies, ask the member if they would like us to check availability at a CVS pharmacy.   Would you like us to check medication availability at a CVS pharmacy?   * If yes, refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) to locate a possible retail option. * If not, document in Order Level Comments that the member prefers to wait for Mail Order availability. | |
| Retail | Offer retail filling options to the member by stating the following disclaimer:  I am sorry to hear about the <medication name> shortage at your <pharmacy name>, and I am here to assist in finding a solution. I can check for medication availability at local CVS Pharmacies, or I am happy to provide you with a list of other in-network pharmacies. Which would you prefer?  **Due to legal requirements, you must offer the member the option of checking for drug availability at CVS Pharmacy and other in-network pharmacies, then allow the member to respond with their decision.** | |
| **If the member prefers…** | **Then…** |
| To use CVS pharmacy. | Refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) to locate a possible retail option. |
| Other in-network retail pharmacies. | I am happy to provide you with up to two alternate in-network pharmacies’ phone numbers for you to call about your <medication name> availability.  Refer to [Compass - Pharmacy Search and Details (057995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ede79ef0-e196-481c-9f1b-c4ea562d9025).   * If the member is unable or unwilling to call the retail pharmacies to check for medication availability:    If it helps, I am happy to reach out to up to two in-network pharmacies of your choice.  **Note:** Most retail pharmacies do not release this information for Controlled substances. When making calls to the retail pharmacies, hold for up to 10 minutes to speak to the pharmacy. If the wait is longer than 10 minutes, advise the member of the pharmacy not answering.   * + - Ask the members which pharmacy they want you to contact.     - Make a couple of calls based on the members’ choice to determine if they have the medication needed available.   **Note:**If the non-CVS pharmacy does not have the medication available, provide the contact information to the member for other in-network pharmacies.  **Note:** If the medication is found at another pharmacy refer to Retail to Retail transfer [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484). |
| Mail Order | If unable to locate the medication at retail **and** the client has mail order benefits then offer to check for availability at MOR.  Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to determine Mail availability.  **or**  Review the NIS (Not in Stock) list.    1.   Copy/paste the backorder (back order) drug hyperlink using a Microsoft Edge browser at<http://sapmmreports.caremark.com/shortage_rpt.htm>  **Med D:** Review the backorder drug list at <http://www.accessdata.fda.gov/scripts/drugshortages/default.cfm>     If unable to access the Backorder Drug list by specific location upon selecting one of the above hyperlinks and if receive a “Forbidden” error, this indicates a user ID permission error. This is not an error in this document. Ask your supervisor or manager to open an IT ticket and report this occurrence. Do not request theSource Access for this error.    2.   Locate the Dispensing Pharmacy for the Memberby accessing the Claims Landing page, click the **Mail Rx** tab and navigate to the **Mail Pharmacy Address**.    3.    Select the appropriate member’s dispensing pharmacy:   * + WBP (Wilkes-Barre, PA)   + CHI (Chicago, IL)   + SAT (San Antonio, TX)  - dispenses only to Texas Medicaid patients, or   + HIP (Honolulu, HI) - dispenses only to Hawaii clients.     Icon - Important If the medication is not listed on the NIS/Back Order list, offer to submit a new Rx request ([Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). |
| **3** | Proceed with closing the call. Cresta will auto document the account. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) as needed. | | |

[Top of the Document](#_top)

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| Prescription (Rx) Transfer Resolution Chart |

Refer to the table below:

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| **Rx Transfer Type** | **Scenario** | **Action** |
| **Mail to Retail Transfer** | * Member’s Mail Order is on back order/not in stock and you were able to locate the medication at a local CVS Pharmacy. * Member’s mail order is on back order/not in stock and member wishes to transfer prescription to other local pharmacy. | Offer information on how to transfer the prescription. Refer to [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484).  Refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) |
| **New Rx at Mail order pharmacy** | Offer to initiate a new Rx request for the member. | Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706).  **Note:** Controlled/C2 excluded. |
| **Retail to Retail Transfer** | Members are calling due to their medication not being available at their local pharmacy (not CVS), and you were able to locate it at a local CVS using [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c). | Inform member of the following options:   * Contact their doctor for new prescriptions to be sent to the retail pharmacy who has the available medication. * Contact the pharmacy directly to request a transfer of their prescription to their pharmacy.   **Notes:**   * The pharmacy receiving the prescription needs to call CVS to request the transfer. * Most retail pharmacies offers an app or website. Inform members that they may review the retail pharmacy app or website for available medications.   **Example:** Members can register with the CVS app or CVS.com website and initiate Rx transfer to CVS pharmacies. |
| **New Rx at Retail CVS Pharmacy** | Members are requesting a new prescription. | Members needs to contact their doctor for new or existing prescription(s) to be sent to the retail pharmacy who has the available medication. |

[Top of the Document](#_top)

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| Frequently Asked Questions (FAQs) |

Refer to the table below:

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| **#** | **Question** | **Answer** |
| **1** | What should I do if the member or caller insists on finding out how much total quantity of a medication is available at a local CVS Pharmacy? | I understand your concerns. However, because of compliance with regulations related to the dispensing of medications, we are unable to disclose the quantity in stock. I recommend going to the pharmacy as soon as possible, as we cannot guarantee the medication’s availability later without a valid prescription to fill it. |
| **2** | What should I do if the member requests transferring their controlled Rx from mail to retail OR retail to retail pharmacy? | * Educate the Member on [Retail to Retail transfers](#RetailToRetailTransfer). Transfer may not be available for Controlled Medications. * Educate member on other options including:   + Members can contact their doctor for new prescriptions.   + Members can register on CVS.com to initiate local fill transfers.   For questions on state laws contact Clinical Services. Refer to [Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f). |
| **3** | What should I do if member escalates? | Use all available resources to provide options and solutions for the member, including [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9) if necessary.  Icon - Important If member continues to escalate, warm transfer to the Senior Team. |
| **4** | What should I do if the medication is not available in mail order and/or at any CVS?  or  What should I do if the member lives in an area where there is not a CVS Pharmacy nearby? | Inform the Member they may call any in-network pharmacy (not just CVS) to inquire about availability and provide member with other in-network pharmacy information.  Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9) if necessary. |
| **5** | What should I do if member declines the CVS Pharmacy options? | If a member elects to wait for their mail order to become available, add a temporary (30-day) Alert. Refer to [Compass - Viewing, Adding, and Editing Alerts (054194).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18)  **See the comment format:**  "Member was educated on retail options for <Medication Name>, including checking CVS Pharmacy availability with RxConnect; however, member prefers to wait for MOR to be available." |
| **6** | How long does the member have to fill the medication once the medication stock has been confirmed available at CVS Pharmacy? | Drug availability is based on real-time search results. Encourage the member to fill medication as soon as possible and inform the Member of the following disclaimer:  **Please be advised that the quantities available at the CVS are subject to change in real-time depending on medication availability and demand.**  **Note:** Medication quantities changes in real-time is defined as medication quantity may change any time after the inventory search has been completed. |
| **7** | Controlled medications are not listed on the Not in Stock (NIS)/backorder drug list but Order Level Comments or a conflict displays as NIS. | Due to the limited quantities available in our Mail Order/Home Delivery pharmacy, some controlled prescriptions are being placed on hold until we expect to receive the medication in stock in our mail pharmacies.   We cannot guarantee that the medication will be filled due to the limited stock that is being received.   * A call is made to the member from Participant Services (PS) to determine if they want to wait to fill it at Mail Order or get the medication at retail.   + This triggers a communication that is sent to the member, providing they have Messaging Preferences set up.   Note added to order: “Placing order on hold until XX/XX when stock is projected to arrive. PS will be placing a courtesy call to see if member wants to wait to fill at mail on the projected date or get Rx filled at retail.”   * Notes are added to the order in LINKS by the Mail Order team, indicating the outreach attempts that are made. * The order remains on hold until either the prescription expires, or it can be refilled again. * Offer to [check inventory at CVS Pharmacy](#_Lifeline_Support_Guidelines). |
| **8** | Why can I only fill a 30-day supply at my local pharmacy? | Due to supply constraints, some pharmacies will only offer 30-day supplies of GLP-1 medications.   * Offer to work with the caller to identify a local pharmacy that can dispense the 90-day supply pharmacy. Refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) as needed. * If a local pharmacy is located that can dispense the 90-day supply, the located pharmacy would need to call the pharmacy that currently has the prescription to initiate the transfer of the medication. |
| **9** | What should I do if member insists that we continue to call to check other in-network pharmacies for stock availability? | On hold with other pharmacy 10 minutes plus and unable to locate medication after calling up to two pharmacies other in-network pharmacies. If the wait is longer than 10 minutes, advise the member of the pharmacy not answering.  Refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) to check for medication availability. Once located notify the member, that you were able to locate it at CVS Pharmacy store number and provide pharmacy information.  We have checked multiple in-network pharmacies and CVS Retail Inventory, and we have located the medication at CVS Pharmacy store at (provide specific store location). If you prefer, I can assist with Rx transfer options for CVS Pharmacy. If not, I can provide up to two other in-network pharmacies for you to contact. Please let me know your preference.   * If the caller agrees, proceed with assisting members with the Rx Transfer options. * If a caller disagrees proceed to contact up to two in-network pharmacies and provide phone numbers of additional phone numbers for the caller to contact. |
| **10** | What should I do if the member calls back advising they received information about medication stock availability from Customer Care but CVS Retail Pharmacy is now advising that the medication requested is NOT available? | I apologize for any inconvenience. The drug availability is based on real-time search results and the quantities available at the CVS are subject to change in real-time depending on medication availability and demand.  **Note:** Once a prescription has been called in to the pharmacy, encourage the member to check the status of their order on the CVS Pharmacy app, website, or by calling the store to be sure the prescription is ready for pickup before going to the store. |
| **11** | What if a member was receiving the medication under a DAW 9 process and the generic is rejecting for not covered and is requiring brand medication, but the brand is out of stock? | If brand medication is out of stock and confirmed to be on back order or a shortage, refer to the work instructions below for assistance with a DAW 9 procedural override request.  **CVS** **Commercial only:** Refer to [Compass – Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7). |
| **12** | What should I do if an order was placed on hold for Delayed Prescriber Response due to being not in stock (NIS), but the medication is back in stock through mail order? | If medication is in stock and order is on Delayed Prescriber Response hold, refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) section titled: Manage Divert Issues to view steps on how to release order. |

[Top of the Document](#_top)

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| 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)

**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)

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