# Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect)

[Searching the CVS Retail Inventory](#_Toc205819244)

[Scenario Guide](#_Toc205819245)

[Related Documents](#_Toc205819246)

**Description:**Steps to search the CVS Retail Inventory to identify available medications, drug shortages, and view claim details. 

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| Searching the CVS Retail Inventory |

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | From the **Claims Landing Page** or **Mail Order History tab**, locate the claim in question.  **Notes:**   * Use Search by Rx Number or Drug Name search field.   **Note:** Search criteria based on Family Member and Date Range selected prior to search.   * When searching from the Mail Order History tab, use Search by Order#, Rx# or Drug Name search field.   + The full drug name is **not** required for a search.   **Example:** Amox  **Claims View**    **Mail Order History View** | | |
| **If…** | **Then…** | |
| Claim Exists but pharmacy is out of stock | Follow scenarios below: | |
| **If searching from…** | **Then…** |
| Claims Tab | 1. Click the **Rx#**hyperlink.   **Result:** The Claim Details display.   1. Proceed to Step 2. |
|  | Mail Order History Order Number | 1. Click the **Order Number** in question. 2. From the Order detail screen, locate the prescription. 3. Click the **Other Actions** button. 4. Clickthe **CVS Retail Inventory Search**. 5. Proceed to Step 3.   **Note:** From the **Order Details** screen (if more than 1 (one) medication is in the order), click the **Other Action** button and select **CVS Retail Inventory** and search for **each** desired medication in question.  **Result:** The CVS Retail Inventory Search screen displays. |
|  | Mail Order History Prescription Number | 1. Expand the **Order Number in question** to display the prescriptions. 2. Click the **Rx#**hyperlink. 3. Clickthe **CVS Retail Inventory Search** button. 4. Proceed to Step 3.   **Note:** Click the chevron arrow next to the **Order Number**link to expand/collapse a preview of the prescriptions in the order.  **Result:** The CVS Retail Inventory Search screen displays. |
| No Claim exists | From the **Quick Actions** panel on the **Claims Landing** **Page**, click **CVS Retail Inventory Search** hyperlink. Refer to [Scenario Guide](#OLE_LINK74).  **Result:** The CVS Retail Inventory Search screen displays. | |
| **2** | From the **Claim Details** screen, click **CVS Retail Inventory Search** button.    **Result:** The CVS Retail Inventory Search screen displays. | | |
| **3** | 1. Verify the member’s **Address**, **City**, **State** and **Zip Code**.   **Notes:**   * + The CVS Retail Inventory Search Screen defaults with the following fields:     - * NDC (The NDC is not editable when loading from Claim Details or Order Details.)         + If Compass is unable to determine if the medication is packaged, an icon displays as with message **“Unable to determine if medication is packaged.”**       * Address defaults to the member’s current mailing address. (If No mailing address is available, Compass uses the eligibility address.)         + If the caller requests a search from an address other than the default address, adjust the search criteria based on the caller’s request.   If the caller requests Prescription (Rx) transfer to a pharmacy located in Arkansas, Nebraska, New York, Utah, Washington, or Puerto Rico, Compass displays the following message:  **Note:** Cannot transfer to pharmacies in <location>.” Advise the caller that the prescriber needs to send a new prescription to the retail pharmacy, it cannot be transferred .   * + Compass requires that the NDC, Zip Code OR City, State combination be used for each search. The Street Address is optional.      1. Click **Find.**   **Result:** Inventory Search Results section displays a list of pharmacies based on search criteria.  **Note:** Compass defaults to display 25 results, click **Show More** to view additional results. | | |
| **4** | Read the **Inventory Search Disclaimer** to caller.  **Please be advised that the quantities available at CVS are subject to change in real-time, depending on medication availability and demand.**  The following information displays in the **Inventory** **Search Results** table:   1. Pharmacy NPI 2. Pharmacy Name 3. Pharmacy Address 4. Proximity to Search Criteria (Miles)    1. The pharmacy list is sorted by proximity with the closest pharmacy listed first.    2. Compass allows the agent to sort the table by any column. 5. Quantity Available (in units, **Example:** ML/GMS/TAB)  **Do not share with the caller for any medication type.** 6. Compass displays as **Out of Stock** for inventory amounts of zero (0) or less. 7. Pharmacy Phone   If medication is **Controlled (C2 - C–5)** orange banner displays message: **"This is a controlled drug. Do not tell the caller the exact quantity of stock available at the pharmacy."**  **Do not share the exact Quantity Available with the caller for any medication type.** | | |
| **5** | Review the **Quantity Available** column and educate the member on which nearby CVS Retail Pharmacies have enough inventory to fill the member’s prescription.    **Do not share the exact Quantity Available with the caller for any medication type.**  **The medication is currently showing that it is in stock at (insert pharmacy location/locations). However, please be advised that the quantities available at CVS are subject to change in real time, depending on medication availability and demand**   * If the member inquires about the medication cost, you can run a test claim from the Inventory Search Results. Refer to [Scenario Guide](#OLE_LINK74). | | |
| **6** | Click **Close** toexit Inventory Search Results. | | |

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| Scenario Guide |

Refer to the scenarios listed below as needed:

* [Running test claim from the Inventory Search Results at related pharmacies](#_Toc167177666)
* [No Retail Claim Exists – Find a Drug](#_Toc167177667)
* [Claim Exists but pharmacy is out of stock](#_Toc167177668)
* [Caller requests Rx transfer to pharmacy located in Arkansas, Nebraska, New York, Utah, Washington, or Puerto Rico](#_Toc167177669)

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| **Scenario** | **Action** |
| Running test claim from the Inventory Search Results at related pharmacies. | From the **Inventory Search Results** table, click the **Row Level Action** drop-down arrow and select **Run Test Claim**.   Read the disclaimer **verbatim**when informing the member or pharmacy of the **estimated cost** or **coverage**:  Icon - Callout Please note the prices quoted are estimates and may not reflect your actual out-of-pocket costs.  **Note:** The disclaimer only needs to be communicated once to the member during the same call.     If Test Claim is accessed without an existing claim, the Test Claim Results pop up and does not display. Agent is directly taken to the Test Claim to Run table with only the Drug Name/Strength pre-populated.  **Result:** Test Claim Results pop up displays.    **Notes:**   * If Test Claim is accessed through an existing claim, clicking **Edit Test Claim Criteria** will take the agent to the Test Claim to Run table with the Drug Name/Strength, quantity, and days’ supply pre-populated. * The pharmacy needs to be changed if the Edit Test Claim Criteria is selected. * If the Test Claim Results show denied, there will be a Reason Code hyperlink that will be clickable. * To Exit Inventory Search Results, click **Close**. |
| No Retail Claim Exists – Find a Drug | 1. Click **the Find Drug** button, next to NDC field, to search for the desired drug and strength.     **Result:** Find a Drug screen displays.     1. Search using any of the following, then click **Find:**    * Drug Name    * GPI    * NDC If NDC is not 11 digits, Compass will add leading zeros (0’s) after the **Find** button is clicked.   **Example**: Searching by NDC.    **Notes:**   * When typing in the **Drug Name**field, the system autocompletes with common drug names. You may continue typing the full Drug Name or select from the auto-populated drop-down menu. * If a brand name drug is searched, the generic displays if there is a generic available and it is an active NDC. * An indicator is present for specialty drugs as specified by the plan. * An asterisk (\*) is **not** needed when running a wildcard search. * Drugs can be filtered by Most Common or All     **Result:**TheDrug Search Results display.     1. Click the **NDC** number hyperlink.   **Result:** The CVS Retail Inventory Search screen displays with the Drug information populated.     1. Proceed to [Step 3](#Step2). |
| Claim Exists but pharmacy is out of stock | * 1. Enter the **NDC** number and click **Validate**.     **Result:** Drug information populates and Message displays “NDC XXXXX was validated.”  **Notes:**   * The Validate button is disabled. If NDC is changed or altered Validate button is enabled and require validation before proceeding (**Validate** button). * Once a drug is validated, Compass displays the **Drug Name/Strength/Form** next to the NDC field.   **Note:** For Packaged medications, Compass displays the unit of measure along with the **Package Size** (ML,GRMS, etcetera). If Compass is unable to determine if the medication is packaged, an icon displays the message:  “Unable to determine if medication is packaged.”   * If NDC is not valid, error message displays: “Invalid NDC. Try finding the drug.”      1. Click **Find**.   **Result:** The Inventory Search Results table displays.   1. Proceed to [Step 2](#Step2). |
| Caller requests Rx transfer to pharmacy located in Arkansas, Nebraska, New York, Utah, Washington, or Puerto Rico | Compass displays the following message: “Note: Cannot transfer to pharmacies in <location>.”  Advise the caller that the prescriber needs to send a new prescription to the 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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