# Compass - Prescription (Rx) Transfer Index

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[Related Documents](#_Toc165878327)

**Description:**  Titles, document numbers, hyperlinks and descriptions for everything related to Compass prescription (Rx) transfers.

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| Prescription (Rx) Transfers Index |

* The following prescriptions **cannot** be transferred:
* Prescriptions that are expired or have no refills.
* C-2 Controlled Substance Rx
* C-3, C-4, C-5 prescription that has not yet been filled at the current pharmacy.
* Compounded Prescriptions

**New York (NY)**

* When a new electronic prescription is received at a New York pharmacy and then the patient requests that the prescription be filled at a different pharmacy, this state allows the new unfilled prescription to be transferred to another pharmacy within the same state to be filled.
* Allows one prescription refill per transfer with the original days’ supply.
* When the prescription is transferred and is filled one time at a New York pharmacy, that pharmacy may not transfer the remaining refills back to the original Mail Order Pharmacy.

**Washington (WA)**

The state of WA requires Rx transfers to be completed electronically or via fax. Assist the member with sending a [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) to their physician.

**Prescription transfer process notes:**

* All prescription transfers must be initiated by the filling pharmacy.
* The new pharmacy receives the prescription from the original pharmacy.
* When a prescription is transferred, all the remaining refills are transferred.

**Exception:** New York State and Washington State, see above.

* When a prescription is transferred successfully from another Pharmacy to Mail Order Pharmacy, the Mail Order Pharmacy will automatically fill and ship the first fill.

 If the member states, they would like the prescription to be placed on hold refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold (056362)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3).

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| **Title** | **Description** |
| [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4) | Process of initiating a Mail to Retail MChoice prescription transfer and includes how to request a 90-day Rx at our Retail location currently filling a 30-day supply. The Maintenance Choice (MC) program provides participating plan members with the choice of receiving 90-day maintenance prescriptions through our Home Delivery/Mail Order pharmacy or at our retail pharmacy for the same copay. |
| [Compass - Prescription (Rx) Transfer to and from the Hawaii (HIP) Dispensing Pharmacy Only (067101)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=069d2bd4-49a7-4b3f-bd5d-8c8ee3e58a53) | Process to use when receiving a request from a member or pharmacist to transfer an existing prescription. |
| [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | This work instruction provides information on how to complete prescription transfers within Compass. Please refer to each section detailed below for instructions on how to complete specific types of transfers. |
| Transfer Retail to Mail Process [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | Provides the process of how to transfer a retail pharmacy prescription to our Mail Order pharmacy. |
| Member Requesting Rx Transfer from our Mail Order to Another Pharmacy [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | Provides the process that needs to be completed to transfer a prescription from our Mail Order to another pharmacy. |
| **Member Requests to Transfer Prescriptions from Another Mail Order to Our Mail Order Pharmacy**  [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | Details the process when a member requests to transfer prescriptions from another Mail Order to our Mail Order pharmacy. |
| **Pharmacy Prescription (Rx) Transfer Scenario Guide**  [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | Details different scenarios that may arise when initiating a (Rx) Transfer and how to resolve. |
| **Retail to Retail Transfers**  [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) | Review when a member needs to transfer a prescription from one retail location to another. Instruct the member to contact the new (receiving) pharmacy to make this request.  CCR’s are **NOT** permitted to initiate this transfer on behalf of the member. A Registered Pharmacist must request prescription transfers from other retail pharmacies.  This is often necessary because of Maintenance Choice rules (if the member does not want to switch to Mail Order), or in response to the member moving or going out of town when they are due a refill.  Determine if Maintenance Choice or Retail 90 rules apply. Run [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to determine copay differences between Mail and Retail, or between different retail pharmacies, and provide the disclaimer.  **New York (NY)**   * When a new electronic prescription is received at a New York pharmacy and then the patient requests that the prescription be filled at a different pharmacy, this state allows the new unfilled prescription to be transferred to another pharmacy within the same state to be filled. * Allows one prescription refill per transfer with the original day’s supply. * When the prescription is transferred and is filled one time at a New York pharmacy, that pharmacy may not transfer the remaining refills back to the original Mail Order Pharmacy.   **Washington (WA)**  The state of WA requires Rx transfers to be completed electronically or via fax. Assist the member with sending a [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) to their physician. |
| [Compass - Transfer Existing Rx to Another Account (Carrier-to-Carrier/Open Rx Transfer) (057128)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6763e5a4-e98e-47f0-8738-c79178ab685b) | Process for transferring open refills from the member’s previous account to another account using Compass automation. |
| [Compass - Known Issues and Actions to Resolve (058313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf08f416-3cba-43b2-ab9a-0d8ff9489ae2) | Provides errors that may be encountered within Compass, and how to resolve them. |

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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 - Customer Care Document Index (058484)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5adafaf7-02a1-49b8-b58b-3abceda07ad2)

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