# **Compass – Mail Order: Member Going on Vacation, Business Trip or Away to School**

[Scenarios](#_Toc202799613)

[Member has enough supply on hand and has time to receive Mail Order before their trip](#_Toc202799614)

[Member does not have enough supply on hand](#_Toc202799615)

[Does not have time to receive Mail Order](#_Toc202799616)

[The member mailed in the order, and it does not show in the system yet](#_Toc202799617)

[A parent is concerned about not receiving their child’s medication before they leave for college](#_Toc202799618)

[Prescription is in process but may not be received in time](#_Toc202799619)

[Prescription has shipped but will not be received in time](#_Toc202799620)

[Related Documents](#_Toc202799621)

**Description:** Scenarios, and recommendations for handling them, for when a member is going to be away from their normal residential location. **Examples:** Vacations, business trips, or school.

|  |
| --- |
| **Scenarios** |

These scenarios are designed to give agents a guideline on possible options/solutions for member. Agents are able to use other appropriate options/solutions to support members outside these specific examples.

**Notes:**

* Where a short-term supply is indicated below, research before offering. Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9).
* Always Check CIF to see what Overrides Client allows for.
* Early refill requests for vacation supplies can be made up to 30 days prior to departure.

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **Member has enough supply on hand and has time to receive Mail Order before their trip** | I definitely understand how important it is to get your medication before you leave on your trip. Let’s make sure we are working with the correct medication.  **Ask probing questions, such as:**   * How much medication do you have on hand? * When will you be leaving? * How long will you be gone? * Are you traveling out of the country?   Based on the members’ responses, refer to the plan CIF, run test claims, and offer options and solutions.  **Examples:**   * Member has 16 Days’ Supply (DS) on hand, is not leaving for two (2) weeks and will remain at their primary mailing address until then. * Test claim shows the next available fill by Mail Order will be in two (2) days. (No override required.) * Refill is on file with fills remaining. * Offer Mail Order and educate on Rx process beginning in two (2) days. Educate on business process for refill.   **Note:** Refer to appropriate override in the CIF, for instance some plans allow expatriate overrides for members leaving the country for an extended time, some do not. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)  * [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c)  * [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) |

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **Member does not have enough supply on hand** **Does not have time to receive Mail Order** | I definitely understand how important it is to get your medication before you leave on your trip. Let’s make sure we are working with the correct medication.  **Ask probing questions, such as:**   * How much medication do you have on hand? * When will you be leaving? * How long will you be gone? * Are you traveling out of the country?   Based on the members’ responses, refer to the plan CIF, run test claims, and offer options and solutions.  **Examples:**   * Member is leaving in two (2) days and cannot wait for Mail order. * The members’ trip will be 21 days, then they will return home. (Bridge Supply is not an option as Bridge will only give ten (10) days’ supply.) * The test claim shows the next available fill at retail is not yet available and will not be tomorrow. * CIF allows vacation override. * The local pharmacy has a rejected claim on file. * Enter override, call pharmacy (based on LOB direction) and ensure pharmacy can process, educate member.   **Note:** Refer to appropriate override in the CIF. For instance, some plans allow expatriate overrides for members leaving the country for an extended time, some do not. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) * [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f)   **Note:** If no rejected claim on file at local pharmacy, refer to **SCC codes** in Override document as appropriate. |

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **The member mailed in the order, and it does not show in the system yet** | We definitely want to ensure you receive your medication before your trip. Let me check our options.  **Ask probing questions, such as:**   * How much medication do you have on hand? * When will you be leaving? * How long will you be gone? * Are you traveling out of the country? * Have you filled this medication locally in the past? If so, do you know if you still have remaining refills at the pharmacy?   Based on the members’ responses, refer to the plan CIF, run test claims, and offer options and solutions.  **Examples:**   * The member mailed in the prescription five (5) days ago and it is not showing in the system. * After speaking with Clinical, there is no record of them receiving the Rx. * Member is leaving on a business trip in three (3) days. * Member has filled prescription at a local CVS Pharmacy for a 30 Days’ Supply (DS) before and still has remaining refills on file but states the last time they tried to fill it locally it rejected, and the pharmacist told them they had to use Mail Order. (Plan has MChoice mandatory.) * CIF allows for MChoice Opt-Out. (If plan does not allow Opt-Out, remember members can still get 90DS at local CVS Pharmacy. Prescriber would just need to send a 90DS.) * Add Opt-Out as appropriate per CIF and complete a Test Claim to ensure the Rx accepts. * Call the pharmacy to ensure they can process the Rx and advise member they can now pick up the medication locally.   Your plan allows you to opt out of Maintenance Choice and fill at a local pharmacy. I am going to reach out to CVS to make sure they can process it and that you can pick it up before your trip.  **Note:** Refer to appropriate override in the CIF, for instance some plans allow for Maintenance Choice Opt-Out, and some do not. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) * [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) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f)  * [Compass - When to Transfer Calls to Clinical Care (062778)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f) * [Compass - Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d) * [Compass - Order Not Showing in System (065174)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=52dbbdad-7f7f-4930-bdb6-9a6c9a2f8cfb)   **Note:** If no rejected claim on file at local pharmacy and an override is allowed/appropriate, refer to SCC codes in Override document. |

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **A parent is concerned about not receiving their child’s medication before they leave for college** | We definitely want to ensure your child receives their medication before leaving for college. Let me check our options.  **Ask probing questions, such as:**   * When will your child be leaving for school? * Do you have an address where we could ship the medication directly to your child at school? * How much medication does your child have on hand? * Has your child filled this medication locally in the past? If so, do you know if there may be remaining refills at the pharmacy?   Based on the members’ responses, refer to the plan CIF, run test claims, and offer options and solutions.  **Examples:**   * A parent calls concerned that their child is leaving for school in three (3) days, and they still have not received their medication from Home Delivery, and states there are no CVS stores in the area of the college. * The parent states that the child still has eight (8) days remaining of the medication. * Upon researching the situation, you see that a New Rx request was sent to the doctor 16 days ago, but the doctor has not responded. * The member’s CIF states that they offer Retail 90 benefits. * You advise the parent that the doctor did not respond to the New Rx request, and since their child is leaving for college in three (3) days, the best option is to fill the prescription at a local pharmacy. Offer to share options of in-network pharmacies in their home area, and the area around the school. Member may also find this information on Caremark.com. * Advise the parent that they can have the doctor call in a New prescription to a local pharmacy either in their current area, or in the area of the child’s college, whichever is most convenient for them.   The quickest way to ensure your child gets their medication before leaving for college would be to fill locally. I am happy to share some of the options for in-network pharmacies with you. You can also always find your pharmacy list on Caremark.com.  **Note:** Review the CIF for offerings such as Retail 90 and Maintenance Choice Opt-Out. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) * [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) * [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4) * [Compass - Maintenance Choice (MChoice) Opt Out (053799)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=071ddb5a-1f72-4cef-baa6-5164c512e782) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) * [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) * [Compass - Expediting a Mail Order in Process and Upgrading Order Shipping (056372)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c997e99-e6b0-43d8-9078-7bbe0ec848cf)   **Note:** If no rejected claim on file at local pharmacy, refer to SCC codes in Override document as appropriate. |

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **Prescription is in process but may not be received in time** | I definitely understand your concern. Let me see what options we have to ensure you get your medication before your trip.  **Ask probing questions, such as:**   * When will you be leaving for your trip? * Are you traveling out of the country? * Do you have an address where we could ship the medication directly to your child at school? * How much medication do you have on hand? * Have you filled this medication locally in the past? If so, do you know if you still have remaining refills at the pharmacy?   **Examples:**   * Member is leaving for vacation in five (5) days. * Their Mail Order has been in Future Fill status for ten (10) days and is currently in Dispensing-Label Print status. * Their doctor called in a prescription to a local pharmacy, but it was rejected due to the Mail Order being in process. * Send a Stop Tote and advise the member that there is no guarantee that the order can be stopped. * CIF allows for Vacation Overrides. * Place the Vacation Override on the member’s account from the rejected claim at the local pharmacy. * Contact the local pharmacy to verify the prescription processes. * Advised the member that they can now pick up their prescription locally before their vacation.   I have submitted a request to stop the current order in process since it will not be received before your trip. There is no guarantee that it can be stopped, however, I have also placed an override in the system so that the local fill will now go through. I am going to call the pharmacy to make sure we can get this filled for you today.  **Note:** Refer to appropriate override in the CIF. For instance, some plans allow for Vacation Overrides, and some do not. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) * [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) * [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4)  * [Compass - Maintenance Choice (MChoice) Opt Out (053799)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=071ddb5a-1f72-4cef-baa6-5164c512e782) * [Compass - Expediting a Mail Order in Process and Upgrading Order Shipping (056372)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7c997e99-e6b0-43d8-9078-7bbe0ec848cf) * [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) |

[Top of the Document](#_top)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **CCR task** | **Recommended Documents** |
| **Prescription has shipped but will not be received in time** | I understand your concerns about not receiving your medication in time. Let’s see what options we have.  **Ask probing questions such as:**   * Have you checked with your local mail carrier to see what the status of the package is? * How much medication do you have on hand? * When will you be leaving? * How long will you be gone? * Are you traveling out of the country? * Have you filled this medication locally in the past? If so, do you know if you still have remaining refills at the pharmacy?   **Examples:**   * The member ordered a refill ten (10) days ago. * The prescription has shipped but had an issue with the mail carrier and got re-routed, causing a delay. * The members’ plan does not have Maintenance Choice. * The member is leaving for a month-long business trip tomorrow, but the medication will not be received for four (4) more days (estimate from USPS tracking number). * The member advises that her doctor is out of the country and cannot be reached for a New Rx. * The member has three (3) available fills on Mail Order (and the Rx is not a controlled substance). * The member states that she has a local CVS only a few minutes from her home and asks if she can fill it there instead. * Advise the member to have to the local CVS call us for an Rx Transfer.   **Note:** If the member has enough time, you can also check to see if a Maintenance Choice transfer is an option, but ensure you see the date/time the Rx will be available at the local CVS per the transfer screen before proceeding to ensure the member will be able to pick up the Rx in time.  We would be happy to transfer the prescription to your local pharmacy so that you can fill it before your business trip. Please have the local CVS contact us so that we can get them over to our Clinical Care Department to have that transferred for you. Let me share with you the information on how the pharmacy can allow your prescription to be processed.  **Note:** Once the local CVS transfers and runs the prescription, it will reject for “too soon” due to the Mail Order being on its way. Advise the member of appropriate **SCC Codes** (the pharmacy will know what an SCC or Submission Clarification Code is, the member just needs to give this information to the pharmacy) or advise that they will need to call back once there is a rejection in the system. | * [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) * [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484)  * [Compass - Maintenance Choice (MChoice) Rx Transfer (056032)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4) * [Compass - Maintenance Choice (MChoice) Opt Out (053799)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=071ddb5a-1f72-4cef-baa6-5164c512e782) * [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Customer Care Abbreviations and Definitions Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**