# **Compass – Reject 76 GLP 1 Fill Limit Additional Messaging**

[Process](#_Toc196369696)

[GLP1 Override Guide](#_Toc196369697)

[Related Documents](#_Toc196369698)

**Description:** Steps to take when a rejection is received on a GLP 1 medication for Fill Limit Exceeded.

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| **Process** |

Some plans may have opted in to have a Fill Limit for GLP 1 medication and how often they can be filled. The fill limit for the plans will be a fill of one GLP 1 medication every 21 days.

The following is a list of medications that may be impacted, this is not an all-inclusive list:

**Antidiabetic GLP-1s:** Bydureon BC, Byetta, Liraglutide (generic Victoza), Mounjaro, Ozempic, Rybelsus, Trulicity, Victoza

**Weight Loss GLP-1s:** Zepbound, Saxenda, Wegovy

Follow the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, on the Claims tab click the **Reject Code** hyperlink.  **A screenshot of a computer  AI-generated content may be incorrect.**  **Result:** Messaging for Rx pop up will display. | |
| **2** | Review the rejection for additional messaging, Plan limitations exceeded: GLP1 Fill Limit Exceeded.  A screenshot of a computer  AI-generated content may be incorrect.  Refer to the following: | |
| **If additional messaging for plan limitation exceeded GLP1 fill limit exceeded is…** | **Then…** |
| Not displaying | Follow normal process for reject 76, refer to [Compass - Rejection Codes and Resolutions (Reject 01 – Reject ZN) (067649).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=104c3318-95ba-42e2-bd05-17877b0a8045) |
| Present | Proceed to the next step. |
| **3** | Explain to the caller, as per the plan sponsor GLP 1 medication’s need to wait 21 days from the last fill date to have the medication refilled and inform the caller of the next available fill date using a Test Claim.  Refer to the following based on the caller’s response: | |
| **If the caller…** | **Then…** |
| is satisfied with the explanation | Assist the caller with any other concerns and advise accordingly. |
| Needs an override for Vacation, lost, stolen, etcetera | Refer to the CIF and determine if the plan allows the override.   * If the plan does not allow override, advise the caller accordingly. * If the plan allows the override, refer to [Compass – Lifeline Quick Assist 072646.](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) |
| Is requesting an early refill specific to adverse reaction and claim shows rejected GLP1 fill limit (reject 76) within 21-day period from last GLP1 fill. | Refer to [GLP 1 Override Guide](#_GLP1_Override_Guide) below to determine if member qualifies for an override. |
| **4** | In the Quick Actions panel, click **Override/PA History** to determine if the caller has previously used a GLP1R76 override.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Override PA/History screen displays | |
| **5** | In the Override History section, review the override ID to determine if GLP1 adverse reaction override has been entered in the last 365 days.  **Note:** The override ID for GLP1 adverse reaction displays as GLP1R76.  A screenshot of a computer  AI-generated content may be incorrect.   * If the override has been entered within the last 365 days, advise the caller that the limit has been met for the requested override for GLP 1 medications and the override would not be allowed. * If the caller insists or escalates, transfer to call to [Senior Team, refer to Compass – When to Transfer Calls to Senior (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) as needed. * If the override has not been entered, contact the Senior Team via [Lifeline Quick Assist (link 072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) to enter the override. | |

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| **GLP1 Override G****uide** |

Follow the scenarios below to determine if an override is applicable to allow early refill of GLP1 medication.

**Note**: Do not override or bypass any plan requirements for GLP1 medications outside of Reject 76 additional messaging.

**Examples:**

* Plan requires Prior Authorization before any GLP1 medication is covered
* Plan requires member to enroll in a weight loss management program for the medication to be covered

**Note:** Review the CIF and run Test Claims for medication coverage before entering GLP1R76 override.

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| **Scenario** | **Action** |
| Caller is taking two GLP1 medications and is attempting to fill both GLP1 medications in a 21-day period.  **Example:** Member is taking Trulicity as antidiabetic and Wegovy for weight loss. | Override is NOT allowed.  **Note:** If a member insists or requests to escalate, follow the escalation process.  Transfer to call to [Senior Team, refer to Compass – When to Transfer Calls to Senior (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) as needed |
| Caller is currently taking GLP1 and attempting to fill the same GLP1 medication but at higher strength.  **Example:** Member recently filled Wegovy 1 mg/0.5 mL and is calling in to request Wegovy 2.4 mg/0.75mL dose. | Override is NOT allowed.  **Note:** If the member insists or requests to escalate, follow the escalation process.  Transfer to call to Senior Team, refer to Compass – When to Transfer Calls to Senior as needed |
| Caller is currently taking GLP1 and attempting to fill the same GLP1 medication but at lower strength due to adverse reaction to higher strength.  **Example:** Member recently filled Ozempic 2 mg and is calling in to request Ozempic 1 mg due to a bad reaction to higher strength Ozempic   GLP1 override is allowed 1x every 365 days, even if the CIF does not indicate a limit. | In the Compass Quick Actions panel, click **Override/PA History** to determine if the caller has previously used GLP1R76.   * If there is a history of override, educate the caller that an override cannot be approved. * If no history of GLP1R76, refer to [Compass – Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) to enter the override |
| Caller is currently taking GLP1 and attempting to fill a different GLP1 medication in the same class due to an adverse reaction.  **Example:** Member recently filled Ozempic 2 mg and is calling in to request Mounjaro2.5 mg due to a reaction to Ozempic.   GLP1 override is allowed 1x every 365 days, even if the CIF does not indicate a limit. | In the Compass Quick Actions panel, click **Override/PA History** to determine if the caller has previously used GLP1R76.   * If there is a history of override, educate caller an override cannot be approved. * If no history of GLP1R76, refer to [Compass – Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) to enter the override |

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| **Related Documents** |

**Parent Document:**[CALL-0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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

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