# Compass - Requests to Fill Prescriptions through CVS Caremark Mail Order without Insurance

[Process](#_Toc204663876)

[Related Documents](#_Toc204663877)

**Description:** Use when a caller requests to fill a prescription through CVS Caremark mail order without submitting it through the member’s prescription plan.

 Medications cannot be filled using CVS Caremark Mail Order without insurance.

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| Process |

If a member does not want to have their prescription submitted through their benefit plan, they will need to fill the prescription at a retail pharmacy.

The Mail Service Order form includes the following verbiage about this topic:

All claims for prescriptions submitted to CVS Caremark Mail Service Pharmacy using this form will be submitted to your prescription benefit plan for payment. If you do not want them submitted to your plan, do not use this form. You may call Customer Care to make alternate arrangements for submission of your order and payment.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Confirm with the member that they intend to fill the prescription without using their prescription benefit plan. This will result in the member paying the full out-of-pocket cost. |
| **2** | Advise the member they can fill their prescription without insurance at any retail pharmacy.   * If the member requests to fill using Mail Order, advise the member that we are unable to fill prescriptions using this service without insurance, however many retail pharmacies offer delivery options. These options should be discussed with their preferred retail pharmacy.   **Tip:** Suggest an alternate option ([Member Cannot Afford Medication (Alternatives and Financial Assistance) (026963)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=62aa67ac-8298-4fa1-b1ba-fda383d15b4c) to the member to potentially save money on their prescriptions or the [Compass - Drug Discount Card Program and RxSavingsPlus (062872)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8e561110-5fc0-43ed-a589-5c0904df1a10) if allowed by the CIF.   * Offer the member assistance with locating a retail pharmacy. Refer to [Compass - Pharmacy Search and Details (057995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ede79ef0-e196-481c-9f1b-c4ea562d9025). |
| **3** | For transfer requests, determine if the prescription in question was filled through Home Delivery/Mail Order and is eligible to be transferred and then advise accordingly. Refer to [Compass - Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484). |

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| Related Documents |

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

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

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