# Compass - Multiple Birth Task

[Research Process](#_Toc179185272)

[Resolution Time](#_Toc179185273)

[Related Documents](#_Toc179185274)

**LOB:** Commercial

**Description:** This document provides agents with instructions on handling calls regarding claims rejecting multiple birth rejects.

|  |
| --- |
| Research Process |

To determine if the claim is rejecting because there is more than one member on the cardholder profile with the same Date of Birth (**DOB**), **perform the steps below:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the Claims Landing Page, locate the Rejected Claim on the Claims table.  Click the reject code hyperlink in the **Reject Code** column of the Claims table.  **Result:** Messaging for prescription (**Rx**) number (**#**) window displays. |
| **2** | Review the messaging for the Rx # and determine if the claim is rejecting because there is more than one member who has **the same DOB:**   * If yes, proceed to next Step. * If no, continue to help the pharmacy in resolving the rejection. |
| **3** | Navigate to the **Member Details** panel.   * Review the **Relationship to Cardholder** field to determine if there are multiple members with the same DOB. * Select the **View Related Members** hyperlink.     **Result:** Related Family Members window displays.   * If another member with the same date of birth displays, proceed to next Step. * If no other member with the same date of birth displays, continue to help the pharmacy in resolving the rejection. |
| **4** | From the Member Snapshot Landing Page, select the **Eligibility** tab and view the **Additional Eligibility** **Details** section.    Verify if the member’s account has the correct **multiple birth indicator:**   * If yes, continue to help the pharmacy in resolving the rejection. * If no, proceed to next Step. |
| **5** | Access the **Retail Logic** section of the Client Information Form (**CIF**) and review to see if there are any client specific instruction for twins.   * If yes, follow instructions listed in the CIF. * If no, proceed to next Step. |
| **6** | Access the **Override****, Multiple Birth Override** section of the CIF and review to see if there are any override directives.   * If yes, follow instructions listed in the CIF. * If no, proceed to next Step. |
| **7** | Navigate to the Case Details Landing Page, locate the **Member’s Recent Support Tasks** panel to determine if a previous Multiple Birth task has been sent. Refer to [Compass - View Support Task History (062774)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=cef86941-5711-480f-94e8-c33d5800ba33).   * If yes, advise the caller that a request to update the member’s eligibility has been sent, advise of Turn Around Time (**TAT**). * If no, submit a Multiple Birth Support Task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

Time to review request 1 to 2 business days. Resolution time may vary.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

[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**