# Compass - Payment Fill and Bill

[Process](#_Toc152861044)

[Resolution Time](#_Toc152861045)

[Related Documents](#_Toc152861046)

**Description:** Provides information on the Fill & Bill product which is client-specific and allows the member to have a bill sent with their order, instead of paying up-front with an electronic method of payment or check/money order.

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| Process |

**Reminder:** The maximum threshold amount is client specific and can be found in the CIF (Client Info) or Compass (**Mail Order Payments** tab from the Member Snapshot Landing Page).

 The maximum threshold amount includes any past due balances and the total of the current order.

Perform the following steps:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, click the **Mail Rx** tab. | |
| **2** | Place the plan member’s prescription refill order following the standard procedure. | |
| **3** | On the **Refill Rx - Verify** screen, determine if the **Fill and Bill** option is available in the **Payment Method** drop-down menu. | |
| **If…** | **Then…** |
| **Displayed** on the Refill Rx – Verify screen | Select **Fill and Bill** **ONLY** if the member, or authorized caller, specifically requests to be billed for their order.   * If the amount of the order is over the client’s threshold, the member must provide a method of payment for the order. * Fill and Bill can be used as a Split Payment option (if it does not exceed the client Fill and Bill threshold).   **Reminder:** The maximum threshold amount is client specific and can be found in the **CIF** (Client Info) or **Compass** (**Mail Order Payments** tab from the Member Snapshot Landing Page).  The maximum threshold amount includes any past due balances and the total of the current order.  **Examples:**    **CIF - Client Info**    **Compass - Mail Order Payments Tab**  Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). |
| **Not Displayed** on the Refill Rx – Verify screen  **AND**  **Client does** allow Fill & Bill | Submit an Offline Refill request from the Refill RX-Verify screen by following the steps below:   * Confirm the **Fill and Bill** payment option is missing from the **Payment Method** dropdown. * Select the **Offline Refill Required** checkbox at the bottom left and then choose **Fill & Bill Payment Option is Missing** from the **Payment Method** dropdown. * Click the **Submit Support Task** button. * Click **Yes** to submit the Offline Refill Support Task.   **Reminder:** An Offline Refill request cannot be used for a prescription that has no refills. Follow the process for FastStart. Refer to  [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).  **Note:** An Invoice showing what charges are due after fill and bill will be included with the members order. |
| **Not Displayed** on the Refill Rx – Verify screen  **And**  **Client does not** allow Fill & Bill | Member would need to use an electronic method of payment.  Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). |
| Member has a $0 copay | Click the **Next** button.  **Notes:**   * If the plan **is not a fill & bill client** and they do not have a history of being billed later, do not offer to send a bill. If the call is escalated reach out to Senior Team. Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). Remind the member that sending task will not guarantee a bill will be sent it is only a request. * If Next button is not displayed and/or the member does not wish to have a payment method on file: Submit an Offline Refill request. Refer to [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed). |

Mail-in Payment of balance:

* Provide the address to the member.
* Inform the member to include the invoice when mailing in their payment.
* Instruct member to add the ID number located on their card, on the check, or money order (in case separation of payment).

**Notes:**

* It is important to note that balances being paid off on separate accounts require checks specific to each account. One check cannot be split between two accounts.
* Invoice should be provided, but if that the member doesn't have the invoice, the ID needs to be placed on the check.
* Make payable to CVS Caremark.
* **Provide address:**
* **Payments:**

CVS Caremark, Inc

P.O. Box 659539

San Antonio, TX 78265-9539

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| Resolution Time |

Immediate

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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)

**Parent Document:** [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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