# Compass and PeopleSafe - Credit for Expedited Shipping Charges CCR

[Process](#_Toc187068168)

[Related Documents](#_Toc187068169)

**Description:** Process if a member questions a balance due on their account for express shipping not requested or not delivered on time. Member is disputing expedited shipping charge. A Senior Team member will be contacted after confirming the member was incorrectly charged for shipping.

|  |
| --- |
| Process |

**Reminder:** If member has 3 days or less medication on hand, refer to the following:

**Commercial, Medicaid, and MED D:**

* Compass users: Refer to [Compass – Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9).
* PeopleSafe users: Refer to [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af).

**Aetna Commercial and Aetna MED D:**

* Compass users: Refer to [Aetna Compass - Member Low or Out of Medication (064522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9d9f0a20-e05a-4cf1-aa38-e8b6d1e67800).
* PeopleSafe users: Refer to [Aetna - Member Low or Out of Medication (070947)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5e810134-2e1c-48e9-8464-3cb8428c125e).

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Verify the charge for the order in question (Completed Transactions field). | |
| **2** | Determine if a credit has already been applied. | |
| **If…** | **Then…** |
| Applied | Advise the member the credit has been applied and provide order details.   * If member continues to escalate, proceed to Step 3. |
| Not applied | Proceed to Step 3. |
| **3** | Determine if a shipping credit is appropriate.  **Common Reasons Members May Receive a Shipping Credit** (not limited to these exact examples):   * + **No medication on hand** * Member has 3 days or less medication on hand and you are unable to obtain a short-term supply for the member while on the call.    + - We always want to ensure a member has medication on hand. This includes waiving expedited shipping charges when appropriate. * **CVS Caremark errors** * Member did not request upgraded shipping, but was charged * Member charged for cold pack item * Order delayed in-house * **Advocating for the Member:** * Member perceived delays   **Examples**:   * Member believed medication was in auto renewal/refill, and it was not. * Member thought that we would automatically ship the medication when it was due. * Unmet shipping expectations regarding delivery date   **Examples:**   * Member was charged for expedited shipping, but the medication did not arrive as expected. * Member was not told/did not understand that the expedited shipping would start after 1-2 business days of processing. * No other alternate solution available to prevent break in therapy   **Examples:**   * Medication was on backorder and was not able to be shipped on time. * Member has no medication on hand and would not get medication unless shipping was expedited. * Order delayed because of delayed prescriber response. * Prescriber changed dose at last minute, causing delay.   If you determine a shipping credit is appropriate, contact the Senior Team for approval.   * **Commercial and Medicaid:** Refer to [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7). * **Med D and EGWP:** Refer to [MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7). * **Aetna Commercial:** Refer to [Lifeline Aetna Agent Support Tool (074915)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc566ab2-1cac-4bc3-bdf1-78585c10f890) * **Aetna MED D:** Refer to [Aetna Med D - How and When to Contact the SRT & Streamline Process for Exchanging Information (013124)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=406d5503-1727-4c7e-aa2e-46647110c9cd).   If **not** approved: Advise the caller of the rationale and offer alternative solutions. | |

[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)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions and Terms 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**