# Compass - View Additional Coverage

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[eCare View Additional Coverage](#_Toc206586536)

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**Description:** How to view additional coverage information if a member has other coverage from another carrier with the same PBM.

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| Process |

When a member has other coverage from another carrier, the **View Additional** hyperlink will display on the Member SnapshotLanding Page, in the **Member Details** section.

This function is dynamic and ONLY displays when a member has coverage from another carrier, including inactive coverage.

Perform the following steps to view the member’s additional coverage:

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| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page, locate the **Member Details** section on the left side of the screen. The **View Related Members** hyperlink will appear above the effective date drop-down box, if applicable.   * Click the **View Related Members** hyperlink.     **Result:** The **Related Family Members** window displays. |
| **2** | Select the **Name** hyperlink for the desired line of coverage.    **Result:** Account will switch to newly selected family member.   * If you have selected an inactive line of coverage:   + The following message displays on **inactive plans:** “Expired eligibility period. No benefits available.”   + The following message displays on **future dated plans:** “Future eligibility period. No benefits available.” |

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| eCare View Additional Coverage |

When an eCare agent works a message and clicks on **View Additional Coverage**, Compass opens the additional family member information in a separate window.

* On the new window, Omni-Channel and engage default to a busy status.
* In the old tab the agent had open, Omni-Channel and engage update to non-ready status.

When this happens, perform the following:

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| **Step** | **Action** |
| **1** | Click **View Additional Coverage** and work the case. |
| **2** | Manually change your status back to ready when done working the case.  No new messages will route unless you manually update your status in engage. |

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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)

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