# Compass - Reverse Transmission CCR Process

[Process](#_Toc202257114)

[Reversing Claims with M3P Claims Attached (MED D Only)](#_Toc202257115)

[Related Documents](#_Toc202257116)

**Description:** Steps to perform a **Reverse Transmission** (previously called Claim Reversal) in Compass.

|  |
| --- |
| Process |

PBM network pharmacies are expected to reverse their own claims if the claim is within the allowed timeframe (may vary). However, there will be times when the pharmacy will request assistance in reversing a claim.

**Examples:**

* Claim cannot be found in their system.
* Pharmacy accidentally deleted the claim.
* The pharmacy’s system does not allow the pharmacy to reverse a claim after a specific time.
* **Important IconNote:** If you question the pharmacy’s reason, do **not** use the Reverse Transmission Process. Instead, warm transfer to [Pharmacy Help Desk (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

**Important IconNotes:**

* **All reversal requests must be requested by the pharmacy whose NPI is displayed on the PAID claim.**
* **Specialty pharmacy reverses their own claims.**
* Only pharmacists or their authorized personnel may request a claim reversal.
* Do not reverse a claim on an ineligible account. Instead, warm transfer to the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | On the Claims Landing Page in Compass, locate the desired **Prescription number** and **Date of Fill (DOF)** in the Claims table. | | |
| **2** | Determine the status of the claim by reviewing the **Status** column: | | |
| **If the Status is…** | **Then…** | |
| Reversed | The claim has already been reversed.  I am showing the claim has already been reversed. | |
| Rejected | The claim cannot be reversed because it was not a paid claim. | |
| Paid | Proceed to the **next step**. | |
| **3** | From the **Rx #** column, click the **Prescription number** hyperlink of the claim to be reversed, then click **Transmission Details**.  **Result:** **Transmission Details** screen displays. | | |
| **4** | Determine if the claim is a History Load:   * Navigate to the **Transaction IN** section, then review the **Plan Input Code** field.   + If **yes** (HISTLOAD displays), check the CIF for client specific process. If there’s no information in the CIF, warm transfer to the [Pharmacy Help Desk (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   + If **no** (PCN Code displays), proceed to the **next step**. | | |
| **5** | Navigate to the **Reverse Transmission** section (located at the bottom of the screen).   * If the correct Pharmacy NPI/NCPDP number displays, proceed to **Step 6**. * If the Pharmacy NPI/NCPDP number does NOT display, review the **NPI/NCPDP** field in the **Transaction IN Pharmacy** section or confirm the NPI/NCPDP with the pharmacy, type the number in the **Pharmacy NPI/NCPDP** field, and then proceed to **Step 6**.     **Note:** To search for the pharmacy, click the **magnifying glass** icon next to the **Pharmacy NPI/NCPDP** field. Once the pharmacy search is complete, pharmacy Search Results will display; clicking the **Pharmacy Name** hyperlink will auto-populate the pharmacy’s NPI/NCPDP number in the **Reverse Transmission** section’s **Pharmacy NPI/NCPDP** field.   * If the pharmacy Search Result does not match the pharmacy that processed the claim, the information from the Search Results is read-only and will NOT auto-populate to the **Reverse Transmission** section’s **Pharmacy NPI/NCPDP** field. | | |
| **6** | Review messaging in the **Reverse Transmission** section and determine the following: | | |
| **If messaging displays…** | | **Then…** |
| **# days left to reverse Transmission** AND no error message is shown under the **Pharmacy NPI/NCPDP** field | | Proceed to the **next step**. |
| The following error message is shown under the **Pharmacy NPI/NCPDP** field:  **Entered NPI/NCPDP does not match the claim.**  (Reverse Transmission button is disabled) | | **Important Icon**All reversal requests must be requested by the pharmacy whose NPI is displayed on the Paid claim.   * Advise the pharmacy to contact the pharmacy on the PAID claim and ask them to reverse it. * Give the pharmacy name and phone number from the PAID claim to the caller. |
| **Not eligible. The claim has already been reversed.**  (Reverse Transmission button is disabled) | | The claim has already been reversed. This is a duplicate reversal.  I am showing the claim has already been reversed. |
| **Claim reversal cannot be processed at this time.**  (Reverse Transmission button is disabled) | | The claim has already been reversed. This is a duplicate reversal.  I am showing the claim has already been reversed. |
| **Claim is past the window for the claim to be reversed and can no longer be reversed.**  (Reverse Transmission button is disabled) | | Warm transfer to the Senior Team for assistance.  **Note:** Access the tooltip for specific dates, as needed. |
| Any other message not listed above, or the CCR is unable to reverse the claim | | Warm transfer to the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance. |
| **7** | Click **Reverse Transmission**.  **Result:** **Are you sure?** window displays. | | |
| **8** | Click **Yes**.  **Results:**   * The following message displays: **Reverse Transmission was successful**. * **Reverse Transmission** field updates to read: “This transmission has already been reversed.” * **Primary Interaction Reason** field on the Case Tab updates to reflect: **Claim Reversal**. | | |
| **9** | I am showing the claim was successfully reversed. | | |

[Top of the Document](#_top)

|  |
| --- |
| Reversing Claims with M3P Claims Attached (MED D Only) |

**Note:** The Medicare Prescription Payment Plan program is abbreviated as MPPP by CMS and may be known by members as MPPP. At this time, the program is referred to as M3P in the Compass system.

Complete the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | On the Claims Landing Page in Compass, locate the desired **Prescription number** and **Date of Fill (DOF)** in the Claims table. | |
| **2** | From the **Rx #** column, click the **Rx #** hyperlink of the claim to be reversed, then review the **M3P Claim Status** and **M3P Eligible** fields on the **Claim Details** tab. | |
| **If M3P Claim Status is…** | **Then…** |
| Paid | * Click the **Transmission Details** tab.   **Result:** The Transmission Details screen displays.   * Proceed to the **next step**. |
| Blank | * Click the **Transmission Details** tab.   **Result:** Transmission Details screen displays.   * Return to [**Step 4**](#ProcessStep4) in the above Process section. |
| **3** | From the Transmission Details screen, determine if the prescription is processed through the Medicare Prescription Payment Plan (M3P).   * In the Transaction IN section, click the **Prescription** chevron (>) and review the M3P Claim Indicator and M3P Participation Status fields. * **“P” for Participating** - This will only be populated on the Part D claim if member is participating in M3P, and the claim is eligible for M3P. * **Blank -** This will be blank if the member is not participating in M3P, or the Med D claim is not M3P eligible. | |
| **4** | Navigate to the **Reverse Transmission** section.  **Important Icon** If claim is processed through **M3P**, the following message displays: “This Claim is associated with M3P Claim, you must process two reversals on this claim 1st reverses M3P claim; 2nd reverses primary claim.”    **Note:** Reverse Transmission will need to be processed twice. | |
| **5** | Enter the **Pharmacy** **NPI/NCPDP**.  **Notes:**   * If the correct Pharmacy NPI/NCPDP number displays, proceed to the next step. * If the Pharmacy NPI/NCPDP number does NOT display, review the NPI/NCPDP field in the Transaction IN Pharmacy section or confirm the NPI/NCPDP with the pharmacy, type the number in the Pharmacy NPI/NCPDP field, and then proceed to **Step 6**. * For additional assistance, refer to [Step 5](#Step5) in the above Process section. | |
| **6** | With the **Pharmacy NPI/NCPDP** field populated, click the **Reverse Transmission** button.    **Result:** **Are you sure?** pop-up window displays. | |
| **7** | Click **Yes**.    **Results:**   * The following message displays: Reverse Transmission was successful. * The **M3P Claim Status** field on the **Prescriptions Details** tab will update to show **“Reversed.”**   This claim is associated with an M3P Claim, so you **must** process two reversals on this claim. 1st reverses M3P claim, 2nd reverses primary claim. Proceed to the **next step**. | |
| **8** | A second Reverse Transmission must be processed to reverse the Primary Claim. Return to [Step 4](#MPPPStep4) in this section and repeat [Steps 4 – 7](#MPPPStep4).  **Result:** The Primary Claim is reversed. | |
| **9** | I am showing the claim was successfully reversed. | |

[Top of the Document](#_top)

|  |
| --- |
| 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-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**