# Compass - Add / Edit / Delete Mailing Address

[Reminders](#_Toc204239550)

[Adding a Mailing Address](#_Toc204239551)

[Adding Additional Addresses on Caremark.com](#_Toc204239552)

[Editing a Mailing Address](#_Toc204239553)

[Deleting a Mailing Address](#_Toc204239554)

[Scenario Guide](#_Toc204239555)

[Related Documents](#_Toc204239556)

**Description:**  How to add, edit, and delete a member’s mailing address in Compass.

|  |
| --- |
| Reminders |

 If the caller is a **MED D Beneficiary**, follow the steps proceed to [Compass MED D - Address Changes and Out of Area (OOA) (061760)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5cf7af0-8a89-45dc-a395-9961dceac183).

 Mail Order prescriptions (including controlled substances) should never be sent to a Retail pharmacy for pick up. Member requests to have a prescription mailed to their local pharmacy must be denied.

**Authorization Notes:**

Review Member Alerts to determine if there are address-related restrictions on the account. If restrictions exist, take note of which members are affected and adhere to the restrictions.

Authorized party callers (benefits offices, prescribers, individuals calling on behalf of the member, etcetera) are NOT authorized to make address changes. Only members (and designated individuals such as POAs <Power of Attorney>) can make these requests.



* As needed, advise the caller you can only update their individual mailing address and those for any minor children.

 Confirmation is required from the other adult members on the account before their address can be added or changed. If needed, ask if the other adult members are available to make changes during the call.

* If the other adult member comes on the line to approve the caller to update contact information, you must have the member re-authenticate before making any changes.
* If the other adult member is unavailable, advise the caller that they can call back or update their address individually on the Member Web Portal.

[Top of the Document](#_top)

|  |
| --- |
| Adding a Mailing Address |

Perform the following steps if a member requests that a mailing address be added on their account:

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | From the Member Snapshot Landing Page, navigate to the **Contact Information** tab, **Address** section, then click **View All**.    **Result:** Addressespopup displays. | | |
| **2** | Obtain the member’s new address and review the addresses already on file for the member. | | |
| **If the new address is...** | **Then...** | |
| Not listed | Click the **Add** button, then proceed to [Step 3](#Step3). | |
| Already listed | Verify that the address in the system is correct, including the Type and Start/Stop Mailing On dates (if applicable):   * If yes, no further action is needed. * If no, proceed to the [Editing a Mailing Address](#_Editing_a_Mailing) section below. | |
| **3** | 1. In the **Add Address** popup, input the new address, then click **Next**.   Do not abbreviate the address.    **Result:** A message will display: “Address was successfully added.”    b. Verify with the member that the new address is correct.  **Notes:**   * There is a 30-character max limit for the **Street**, **Apartment**, and **City** fields. * If **Address Type** “Alternate” is selected, the system will require you to select **Start Mailing On** and **Stop Mailing On** dates.   + When an order is started using a one-time address and diverts to Future Fill (FFL), when it releases from Future Fill it will select the member’s default address on file. Entering a date range for the Alternate address ensures the prescription ships to the correct address if it diverts to Future Fill. | | |
| **4** | Remind the member to change their address with their Benefit’s office, as well. Otherwise, it is possible for their address to default back to the address they have on file with the Benefit’s office. | | |
| **5** | Complete the **Apply Changes to Other Members** popup as needed. This popup will only display when an address is added, and any other adult member(s) are listed on the account.    **Note:** Minor children will share a mailing address with the primary cardholder. | | |
| **If the caller wants to…** | | **Then…** |
| Add the address only for themselves | | Click **Cancel**. |
| Apply changes to other Adult Members (anyone 18 years and older) | | Read the disclaimer at the bottom of the popup to the caller:  We cannot change addresses for other adults without receiving their verbal consent. If they are unavailable, they can call back or update their address on the Member Web Portal.   * If the other adult member comes on the line to approve the caller to update contact information, you must have the member re-authenticate before making any changes.   **Notes:**   * Only after you have received verbal consent or confirmed that the caller has authorization (legal documentation like a POA must be on file) to add the address for an adult member, check the box next to that adult member’s name only. * Once all applicable members that will share the new address have been selected, click **Finish**.   **Result:** This will add the mailing address to the list of addresses on the account for the member and anyone else that gave consent to use the address for themselves. |
| **6** | Determine if there are any **In Process** open orders on the member’s account.   * If yes, verify and update the order(s) to reflect the correct address. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). | | |

[Top of the Document](#_top)

|  |
| --- |
| Adding Additional Addresses on Caremark.com |

If an error message is received when attempting to add an address to the member’s account in Compass, then any new addresses will need to be added manually via Caremark.com.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the **Quick Actions** tab in the **Member Snapshot Landing Page**, click the **Caremark.com** hyperlink to navigate to member’s Caremark.com account. |
| **2** | Click **Proceed to Caremark.com**. |
| **3** | 1. Complete the CVSHealth Enterprise Login Form with Username and Password. 2. Click **Login**.     **Result:** Member’s Caremark.com account displays. |
| **2** | Click **Profile**. |
| **3** | Click **Shipping Information**. |
| **4** | Locate the Primary Address and click **Add primary address**. |
| **5** | Input the new address and click **Save address**. |
| **6** | Click **Logout**. |

[Top of the Document](#_top)

|  |
| --- |
| Editing a Mailing Address |

Perform the following steps if a member requests that a mailing address be edited on their account:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | From the Member Snapshot Landing Page, navigate to the **Contact Information** tab, **Address** section, then click **View All**.      **Result:** The **Addresses** popup displays. | |
| **2** | 1. Review the addresses on file for the member and locate the address that needs to be edited. 2. Click the **Row Level Action** drop-down arrow to select **Edit**. | |
| **3** | In the **Edit Address** popup, edit any information the member wants to change, then click **Save**.    **Result:** A message will display: “Address was successfully added.”  **Notes:**   * There is a 30-character max limit for the **Street**, **Apartment**, and **City** fields. * If **Address Type** “Alternate” is selected, the system will require you to select **Start Mailing On** and **Stop Mailing On** dates.   + When an order is started using a one-time address and diverts to Future Fill, when it releases from Future Fill it will select the member’s default address on file. Entering a date range for the Alternate address ensures the prescription ships to the correct address if it diverts to Future Fill. | |
| **4** | Remind the member to change their address with their Benefit’s office, as well. Otherwise, it is possible for their address to default back to the number they have on file with the Benefit’s office. | |
| **5** | Complete the **Apply Changes to Other Members** popup as needed. This popup only displays when an address is added, and any other adult member(s) are listed on the account.    **Note:** Any minor children will share a mailing address with the primary cardholder. | |
| **If the caller wants to…** | **Then…** |
| Edit the address only for themselves | Click **Cancel**. |
| Apply changes to other Adult Members (anyone 18 years and older) | Read the disclaimer at the bottom of the popup to the caller: “We cannot change addresses for other adults without receiving their verbal consent. If they are unavailable, they can call back or update their address on the Member Web Portal.”   * If the other adult member comes on the line to approve the caller to update contact information, you must have the member re-authenticate before making any changes.   After you have received verbal consent or confirmed that the caller has authorization (legal documentation like a POA must be on file) to edit the address for an adult member, check the box next to that adult member’s name only.  Once all applicable members that will share the edited address have been selected, click **Finish**.  **Result:** This will add the mailing address to the list of addresses on the account for the member and anyone else that gave consent to use the address for themselves. |
| **6** | Determine if there are any **In Process** open orders on the member’s account.   * If yes, verify and update the order(s) to reflect the correct address. | |

[Top of the Document](#_top)

|  |
| --- |
| Deleting a Mailing Address |

**Note:** Only alternate addresses can be deleted.

Perform the following steps if a member requests that a mailing address be deleted from their account:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the Member Snapshot Landing Page, navigate to the **Contact Information** tab, **Address** section, then click **View All**.    **Result:** Addressesscreen displays. |
| **2** | 1. Review the addresses on file for the member and locate the address that needs to be deleted. 2. Click the **Row Level Action** drop-down arrow to select **Delete**.   **Note:** Only alternate addresses can be deleted. |
| **3** | In the **Delete Address** popup, review and verify the address the caller wants to delete from their member account, then click **Delete**.  **Note:** Alternate address **cannot** be deleted if it is associated with another active benefit plan through Caremark. If you try to delete such an address, the following message displays: “**Unable to delete. Only edit or add is allowed.”**    **Result:** A message displays: “Address was successfully deleted.” |
| **4** | Remind the member to change their address with their Benefit’s office, as well. Otherwise, it is possible for their address to default back to the address they have on file with the Benefit’s office. |
| **5** | Determine if there are any **In Process** open orders on the member’s account.   * If yes, verify and update the order(s) to reflect the correct address. |

[Top of the Document](#_top)

|  |
| --- |
| Scenario Guide |

Refer to the following scenarios as needed:

* [View Address History](#_Toc142294581)
* [View Enterprise Demographics](#_Toc142294582)
* [View Medicare D Demographics](#ViewMedDDemographics)
* [Mail Order Shipping to Canada](#_Toc142294583)
* [Mail Order Shipping to APO, FPO, or DPO address](#_Toc142294584)

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| View Address History | 1. From the **Contact Information Address** tab, click **View All**. 2. From the Mail Order Addresses screen, click the **View History** button.   **Result:** A popup displays the history of Mail Order addresses.    **Note:** Click **Close** to return to the Mail Order Addresses screen. |
| View Enterprise Demographics | 1. From the **Contact Information Address** tab, click **View All**. 2. From the Mail Order Addresses screen, click the **Enterprise Demographics** button.   **Result:** The Enterprise Demographics tab displays.  **Note:** Enterprise Demographics display demographics (address and phone number) for members with retail, mail, or specialty profiles. Enterprise Demographics are read-only and should not be shared with the member. |
| View Medicare D Demographics | a. From the **Contact Information Address** tab under the Member Snapshot Landing page, click **View All**.  The **Addresses** tab displays the following sections:   * Mail Order Addresses * Eligibility Address * Medicare D Demographics  1. Scroll to the **Medicare D Demographics** section.     A warning icon displays under the **Mail Order Addresses** header that states: “Any update to the member’s address may require an update in the **Medicare D** tab.” Refer to [Compass MED D - Address Changes and Out of Area (OOA) (061760)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5cf7af0-8a89-45dc-a395-9961dceac183). |
| Mail Order Shipping to Canada | Mail Service ships orders to Canada; however, the address needs to be input by the pharmacy.  Inform the member that they are responsible for completing any paperwork required by Customs to allow the order to be shipped into their country.   * Identify the type of Rx(s) that need to be ordered.   **Note:** Restrictions may apply. Refer to [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901).   * If New Rx(s) or existing Rx(s) are already on file, create a Support Task, **Task Type:** Refill Request-Offline Refills. Refer to [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed) and [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98). * If the member is mailing in a New Rx, contact the Senior Team or a supervisor to have an email sent to Participant Services notifying them of the address change.   **Example of entering a Canadian address in the Refill Request-Offline Refills Support Task:**  John Smith  1234 Canada Way  Montreal, QC H32 2YZ |
| Mail Order Shipping to APO, FPO, or DPO address | Request from the caller how the order should be addressed. **State** selection will be either AA (Armed Forces Americas), AE (Armed Forces Europe), or AP (Armed Forces Pacific). |

[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**