# Compass - Add / Edit / Delete Email Address

[Adding or Editing an Email Address](#_Toc204240917)

[Deleting an Email Address](#_Toc204240918)

[Related Documents](#_Toc204240919)

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

 If the caller is a **MED D Beneficiary**, follow the steps found under [Compass MED D - Email and Phone Number Changes (061922)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5888e5ed-52cf-4716-bd08-ebe95bd10a46).



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| Adding or Editing an Email Address |

Perform the following steps:

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| **Step** | **Action** | | |
| **1** | Verify that the caller has authorization to add or edit the member’s email address.   * As needed, advise the caller you can only update their individual email address and those for any minor children.   **Authorization Notes:**  Authorized party callers (benefits offices, prescribers, individuals calling on behalf of the member, etcetera) are **not** authorized to make email address changes. Only members and designated individuals such as power of attorneys (POAs) can make these requests.  Confirmation is required from the other adult members on the account before their email 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 email address individually on the Member Web Portal. | | |
| **2** | From the **Member Snapshot Landing Page**, navigate to the **Contact Information** tab and review the **Email Address** section. | | |
| **If the Email Address field...** | | **Then...** |
| Is BLANK with the message “Obtain Email Address” | | Proceed to [Step 3](#Step3). |
| Includes an email address | | Verify that the email address in the system is correct:   * If yes, no further action is needed. * If no, click in the **Email Address** field and delete the current email address. Then proceed to [Step 3](#Step3). |
| Includes an email address with the message “All attempts to use this email address have failed” | | Verify that the email address in the system is correct:   * If yes, click the **Reset** button. * If no, click in the **Email Address** field and delete the current email. Then proceed to [Step 3](#Step3). |
| Indicates “Do Not Ask for Email” | | Enable the**Email Address** box by clicking the **Don’t Ask for Email** checkbox again to deselect it, then click the **Save** button. Then proceed to [Step 3](#Step3). |
| **3** | Obtain the member’s email address and type it in the **Email Address** field. | | |
| **4** | Repeat the email address back to the member to ensure it is correct, then click **Save**.    **Results:**   * A message will display: “Email was successfully updated.” * A popup will display the following message: “Reminder: Update member’s messaging preferences when updating email address.” Click **Close** to exit the popup. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6) to update messaging preferences.   **Note:** Once the Email Address is updated, the Reset button will be disabled. | | |
| **5** | Ask the member if they would like us to notate their account to send them specific prescription information from the PBM, such as when refills are available, when their order has shipped, etcetera. | | |
| **If the member…** | **Then…** | |
| Accepts | Assist the member in signing up for the PBM Message Platform. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6).  **Note:** Anyone who is fully authenticated and is authorized to order a refill for a member, may set up Messaging Platform Alert messages. | |
| Declines | Advise the member as follows:  OK, if you change your mind, you can go to the secure member website to register any time. | |

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| Deleting an Email Address |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Verify that the caller has authorization to delete the member’s email address.   * As needed, advise the caller you can only update their individual email address and those for any minor children.   Authorized party callers (benefits offices, prescribers, individuals calling on behalf of the member, etcetera) are **not** authorized to make email address changes. Only members (and designated individuals such as POAs) can make these requests.  Confirmation is required from the other adult members on the account before their email address can be added or changed.   * If needed, ask if the member is available to make changes during the call. If the member comes on the line to approve the caller to update contact information, you must have the member re-authenticate before making any changes. | |
| **2** | From the **Member Snapshot Landing Page**, navigate to the **Contact Information** tab and review the **Email Address** section.    **Notes:**   * If the member does not want an Email Address on file, click the **Don’t Ask for Email** checkbox; then click **Save**. This will disable the **Email Address** box. * To enable the **Email Address** box, click the **Don’t Ask for Email** checkbox again to deselect it; then click **Save**. * For Research Cases, the **Email Address** field and **Don’t Ask for Email** checkbox will be **read only.** | |
| **If the Email Address field...** | **Then...** |
| Is **blank** with the message “Obtain Email Address” | No further action is needed. |
| Already includes an email address | Proceed to [Step 3](#DeletingEmailAddressStep3). |
| **3** | Click in the **Email Address** field and delete the current email address. | |
| **4** | Click **Save**.    **Result:** A message will display: “Email was successfully updated.” | |
| **5** | Advise the member that if they should change their mind/obtain an email account, we would be happy to update their account in the future. | |

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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 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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