# Compass - Viewing the Adjustments/Recoupments Screen

[Process](#_Toc119672878)

[Related Documents](#_Toc119672879)

**Description:** The Adjustments/Recoupments screen in Compass can be used to determine if there is an amount owed by a member due to overpayment by the plan.

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| Process |

The Adjustments/Recoupments screen in Compass can be used to determine if there is an amount owed on a member’s account due to overpayment by the plan. A common example of this is when the plan pays for a claim processed after the member’s plan is termed. In these instances, the PBM may send a Retro Termination letter to the member to seek reimbursement for those funds.

Perform the steps below:

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| **Step** | **Action** |
| **1** | From the Member Snapshot screen, navigate to the **Quick Actions** panel and click the **Adjustments/Recoupments** hyperlink.    **Result:** The **Adjustments/Recoupment** screen displays. |
| **2** | Follow the full process in any applicable Retro Termination work instructions as needed. |

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| Related Documents |

**Parent SOP:**[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)](file:///C:\Users\C512821\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\E55IJPEX\CMS-2-017428)

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