# Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)

[Initiating a New Rx Request](#_Toc195770703)

[Find a Provider](#_Toc195770704)

[Check New Rx Status](#_Toc195770705)

[Provider Calls](#_Toc195770706)

[New Rx Scenario Guide](#_Toc195770707)

[Hawaii (HIP) Obtaining a New Prescription (Rx) for the Member](#_Toc195770708)

[Related Documents](#_Toc195770709)

**Description:** Describes the process of how to start the member’s prescription at Mail Order in Compass.

|  |
| --- |
| Initiating a New Rx Request |

We will always offer to send a New Prescription (Rx) Request. It is up to the provider to respond to the request.

 Do **not**submit a DPC Request during FastStart hours (Monday - Friday 8:00 a.m. – 6:30 p.m. CT). Instead, call FastStart at **1-866-281-0636** (internal phone number; do not disclose to member).

**If member has written prescription** or for information regarding specific scenarios, refer to [Compass - New Rx Request Scenario Guide (Popups, Warnings, and Written Prescription) (054354)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8bf9e4c9-2459-48b1-b0e1-6079bf9e222d).

To initiate a **New Rx** Request, follow the steps below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Step** | **Action** | | | | |
| **1** | Ensure the plan is active.  **Notes:**   * + - * We **cannot** process a New Rx Request on an inactive plan. * The following message will display on **inactive plans:** “Expired eligibility period. No benefits available.” * The following message will display on **future dated plans:** “Future eligibility period. No benefits available.” | | | | |
| **2** | Ask the caller for the Rx name(s), then ask if the prescription(s) has previously been filled through Mail Order.   * **If yes,** go to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) and place the renewal by using the old prescription number in the **Mail Rx** tab. * **If** **no,** proceed to the **next step**.   **Note:** A message will display if the member has no prescription history. | | | | |
| **3** | **Advise the member:**  We will fax your doctor two times over the next 5 business days to obtain your prescription. If we do not get a response, you will receive an automated phone call advising you of such. If you’ve signed up for text alerts, you’ll be notified when we make each attempt. If there’s no response, you will receive a final notification and you will then need to contact your prescriber directly.  Would you like to proceed with a request for a new prescription from your provider? | | | | |
| **4** | Proceed depending on which page you will be submitting the New Rx request from. | | | | |
| **If…** | | **Then…** | | |
| Creating a New Rx Request via the Claims Landing Page | | * **Click** on the **Claims Landing Page** to display the **Quick Actions panel.** * Then, **click** the **New Rx Request** hyperlink.     **Note:** The message will display if the member has no prescription history  **Result:** The **Place a New Rx Request- Drug and Dosage** screen displays.   * **Continue** to Step 5. | | |
| Requesting the New Rx via a test claim | | * From the **Claims Landing Page, click Create Test Claim.** Refer to [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)Test Claim without a Claim, section.   **Note:** From the test claim results, you can initiate a **New Rx request.**    Result: The Place a New Rx Request - Drug and Dosage screen displays.   * **Continue** to Step 5. | | |
| **5** | From the **Place a New Rx Request – Drug and Dosage** screen, select a member from the **Member Needing New Drug** drop-down menu then click **Find Drug**.  **Note:** If medications were filled at a retail pharmacy, you can use the **Previous Prescriptions** section and **click** the applicable medication(s) to add them.    **Notes:**   * The Find Drug button only becomes active after a Member Needing New Drug is selected. * Repeat this step to add different family members to request. * Up to a total of 20 prescriptions can be requested at one time.     **Result:** The Find a Drug screen displays. | | | | |
| **6** | Enter the name of the medication in the **Drug Name** field. The **GPI** or **NDC** (Generic Product Identifier or National Drug Code) fields can also be utilized to search for the medication.    **Control Drug C2\*** Advise the caller that because the prescription is a Class 2 controlled drug it cannot be requested through the New Rx process. Therefore, a new prescription must be mailed in or sent in electronically by the prescriber, if allowed by the state.  Provide the provider or their representative with the following:   * **FastStart Direct phone number:**  **1-800-378-5697** * **Fax number:**  **1-800-378-0323** * Refer to the **eFax/ePrescriptions** section in [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).    **Due to prescription safety and to eliminate fraud, waste and abuse, faxed prescriptions will not be accepted by anyone other than the prescribing physician or their authorized staff. Members CANNOT fax a written copy of their prescription in to mail order.**  **Notes:**   * The FastStart phone and fax number, and the eFax/ePrescription addresses may be provided to members calling in order to give this information to their Provider. However, advise the caller that the phone and fax numbers **are for providers only**. * Some C2 Medications can now be submitted electronically by the provider's office if the member is low on medication. Refer to [Compass - Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958), [Compass - Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00), and [Compass - eFax or ePrescriptions (eRx, Escript) (062770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2daa28e2-82e3-4387-a6a3-c8d8f6f33099). | | | | |
| **7** | Click **Find**.  **Result:** Drug Search Results table displays.    **Notes:**   * If medication is not able to be requested, due to Not Available at Mail, Not in Stock, or Limited Distribution Drug, a pop-up displays. Educate the member based on the pop-up message provided and follow the prompts to continue. (Pop-up messages are dynamic.) For assistance, refer to [Compass - New Rx Request Scenario Guide (Popups, Warnings, and Written Prescription) (054354)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8bf9e4c9-2459-48b1-b0e1-6079bf9e222d). * **Mail Availability** column will display the Rx(s) status at Caremark Mail Order Pharmacy. * Status options include: * **Available** * **Not available** * **Undetermined**   + - When clicking Undetermined hyperlink, popup displays, “Advise member that we are unable to guarantee that <drug name/strength> is available to be filled at mail.” | | | | |
| **8** | Verify with the caller that the correct **drug**, **strength**, and **dosage** form has been located.       * Signifies specialty drug.Refer to the Client Information Form (**CIF**) and **Identifying Specialty Drugs** section of [Compass - Specialty Pharmacy (CTS - Caremark Therapeutic Pharmacy Services) Call Handling (058175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=845064bd-8ae0-4d30-af0a-e21d6d81933c) to identify other specialty medications. If Specialty medication, assist caller with other questions, and warm transfer the caller to [Specialty (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) for assistance. * Review the client’s CIF to determine their Specialty Pharmacy, then warm transfer the caller.   Let me get you over to our Specialty pharmacy, who will direct you to your correct therapy for further assistance.  **Notes:**   * Search results include brand and generic when available. * Selection of the generic is permissible only when the member agrees to generic substitution. | | | | |
| **9** | From the **Drug Search Results** table, click the correct **NDC** hyperlink for the correct **drug**, **strength**, and **dosage** form.    **Result:** The selected prescription(s) displays in the Requested Drugs section. | | | | |
| **10** | Click **Next**.    **Result:** The Place a New Rx Request - Days Supply screen displays. | | | | |
| **11** | Confirm that the member has more than 10 days’ supply of each medication on hand.  Click the **Select All** checkbox, then **Next** and proceed to the next step. | | | | |
| **If the member…** | **Then…** | | | |
| Does not have 10 days’ supply of all medication(s) on hand | * Only select the checkboxes that correspond to the medications that the member has 10+ days’ supply of on hand, then click **Next**.   Do NOT select checkboxes for medication(s) for which the member has less than 10-day supply.  **Result:** A dialog box appears with the different options the member must obtain their medication. Additional information displayed is based on the member’s plan offerings.  **Notes:**   * + Determine if providing alternatives is appropriate for the member’s situation.   + The member’s provider can call FastStart directly to initiate Mail Order; this is the quickest method of submitting a new prescription.      * Educate the member based on their options and then proceed depending on how the member wants to proceed.   + If the member understands their options and wants to continue submitting the New Rx Request, click **Continue** and proceed to the next Step.   + If the member does not want to continue submitting a New Rx Request for **one or more medications:**     - * Click **Cancel** to return to the **Place a New Rx Request - Days’ Supply** screen.       * Remove medication(s) by clicking the Row Level Action drop-down arrow and selecting **Remove**.       * Click **Next** and proceed to the next step.     **Result:** After clicking Next, the Place a New Rx Request - Providerscreen displays. | | | |
| **12** | Confirm the Provider(s) name, address, phone, and fax number with the caller. Full Provider information can be viewed by searching for a provider from the **Search for Provider** field.  To add or change a provider(s), refer to the [Find a Provider](#_Find_a_Provider_1) section below as needed.    **Result:** After clicking **Next**, the Place a New Rx Request – Quantity screen displays. | | | | |
| **13** | Confirm the Quantity the caller will need for a 90-day supply of each medication, then click **Next**.   * To edit or add quantity, click the **pencil** icon in the **Quantity** field, type the new quantity, and press **Enter**.      * For packaged medications, if the Quantity entered is incorrect, the **Next** button will be disabled, and a warning will display.     **Notes:**   * To determine the quantity for a medication using the **Calculate Quantity Calculator**, click the Row Level Action drop-down arrow and select **Calculate Quantity**. Refer to [Compass - Calculating Quantity for Packaged & Non-Packaged Medications (050982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fef7af0d-800c-49b2-9b3d-1831aef5ac2d).     **Result:** After clicking **Next**, the **Place a New Rx Request – Auto-Refill/Auto-Renewal Enrollment** screen displays. | | | | |
| **14** | Confirm if the member would like to enroll into Auto-Refill/Renewal.   * If **No**, click **Next** to continue to the Place a New Rx Request – Verify Screen, then proceed to next step.      * If **Yes**, click the checkbox next to the Rx(s) the member wants to enroll.     **Result:** Members Settings displays.  **Notes:**   * To return to the Place a New Rx Request – Quantity screen, click **Previous**. * Review theicon for an important message regarding **Auto-Refill/Auto-Renewal Enrollment**. * The Member Settings will appear if the caller enrolls in the Auto Refill Program (**ARP**). If member has no default payment method on file, **a message appears****:** “Default payment method recommended.” If the caller does not want to add a default payment method, once **Next** is selected the following **message appears****:** “A default method of payment is not required to enroll medication in Auto-Refill/Auto-Renewal Program. However, if payment is required for future orders, the order may be held until payment is obtained.” * If needed, updates can be made from the Member Settings section by clicking **Update** under the Default Shipping Address, Default Payment Method, or Messaging Preferences. Once applicable update is made and you have returned to the **Place a New Rx Request -Auto Refill/Auto-Renewal Enrollment** screen , updated information will display in the related section. * The system will disable the Auto-Refill/Renewal checkbox if the system returns any prescription as being a **Duplicate Rx** or **Ineligible** for the Auto-Refill Program. For explanation of benefits of the program, refer to [Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c). For California and Louisiana residents, refer to [Automatic Refill Program:  California Regulatory Changes to Medication Exclusions Job Aid (070485)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4346e7df-7d22-4e8f-8229-8f9421cadb34).   **Result:** After clicking **Next**, the **Place a New Rx Request - Verify** screen displays. | | | | |
| **15** | Review and confirm the Rx information with the caller.  **Note:** If test claim is **Denied**, refer to the Scenario Guide for Next Best Actions.  **Please allow me to review your request with you. Today we are requesting:**   * <Member’s name> * <Medication name, strength, dosage form> * <Provider’s name> * <Quantity for day supply>   **Do I have everything correct?**    **MED D Only Notes**:   * The **Reason Code** column is dynamic, and will appear as **Messages** for Med D Members, functionality will remain the same. * A **View** hyperlink will display within the **Messages** column, when additional information is available. Refer to Scenario Guide for assistance. * **Example**: Transition Fill is used.   **Notes:**   * Compass will display an indicator for cold pack drugs when included in an order.      * To exit the New Rx Request, click **X** next to New Rx tab.      * If the Request is Canceled, the following reminder will **display****:** “If you cancel the refill request, you’ll lose any updates to addresses and Auto-Refill/Renewal enrollment. If a new refill order is placed, address verification/updates are needed again.”      * If the Rx Information is incorrect, click **Previous** and repeat the necessary steps. | | | | |
| **16** | From the **Verify** screen, confirm the **Shipping Address** and **Phone Number**.  You **MUST** review and confirm the member’s shipping address and phone number are correct before submitting the request.  ONLY IF you are speaking to an authenticated member, Power of Attorney (**POA**), Appointment of Representative/Appointed Representative (**AOR**), and/or Legal Representative, you mayverify this information by proactively providing the default shipping address and phone number on file.   * If you are speaking with an authenticated third-party caller, ask them to provide the shipping address and phone number for the order. DO NOT proactively offer this information.      * To add or update a shipping address and/or phone number, click the **Add/Update** button next to the related drop-down menu, then add a new address/phone number. * For Instructions on updating shipping address and phone number, refer to the following work instructions then proceed to the next step. * [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) * [Compass - Add / Edit / Delete Phone Number (053256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c37d4289-63b2-4732-a35c-c411cc26a29c)   **Notes:**   * Once you have returned to the **New RX** tab the updated information will display in related drop-down menu. * A separate **New Rx** Request is necessary when a portion of an order needs to be sent to a different address. Complete the current **New Rx** Request before returning to Step 1 and submitting an additional **New Rx** Request. * Upgraded Shipping cannot be added to New RX Requests. Best Method is the only available shipping option. For questions regarding shipping requests (overnight delivery, special request, etcetera.), refer to[Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901). * If anything, other than the default option is selected for shipping options, shipping address, phone number, or payment method and you then use the **Previous** buttons to navigate back prior to the Auto Refill/Auto Renewal Enrollment screen, your selections on this Place a New Rx Request - Verify screen will have reset to the default option. * If the Request is Canceled, any updates to the address will be lost and if a new order is placed, address updates will be needed again. * When placing orders for minors, the cardholder or adult spouse’s address must be selected. | | | | |
| **17** | Click the drop-down menu and select the correct shipping address and phone number. | | | | |
| **18** | Verify messaging preferences.   * Encourage and Educate use of MP notifications and the member web portal to check the status of the order.   **Ensure and** **verify Messaging Platform (MP) Notifications are active:**   * **Determine if the best available contact number is a cell phone number:** * If **yes:**   You are set up for text notifications so you can receive order status updates and simply place a refill by replying with Yes or No when we notify you that you have a refill due, does that sound okay?   * If **no:**   I would like to update your account with the best cell phone number to reach you regarding your account. I can set you up for order status updates through text notifications and you can simply place a refill by replying with Yes or No when we notify you that you have a refill due, does that sound okay?   * **Determine if the member has an email address on file.** * If **yes:**   Now that I have your refill notifications turned on, I show your email address is (verify email address). I am going to turn on your Order Status notifications, this allows me to opt you in to see the full drug name and the status of your order, does that sound okay?   * If **no:**   What is the email address I should have on file for you? Thank you, I am going to turn on your Order Status notifications, does that sound okay?  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) as needed. | | | | |
| **19** | Provide the caller with the **Total Cost** and copay disclaimer from the **Verify** screen, then confirm the **Payment Method**.  **Provide disclaimer:**  Please keep in mind that the amount due for your order may vary from this quote upon processing.    **Note:** If no default payment method exists, the agent will be prompted to select a method of payment.    If you get a reject **for these issues:**   * Diabetic Kit rules\* * Brand drug now has generic and is rejecting for invalid DAW\* * Prior Authorization denials\* * Future Fill Date   **\*\*Additional research is needed for these to verify coverage via test claims and CIF and inform the** **member accordingly. However, continue with placing the new Rx request.**  Proceed according to the applicable scenario listed below:  [Member is using an existing payment method](#_Toc145525071)  [Member wants to use a new/updated payment method](#_Toc145525072)  [Member has a **credit** on their account and does not want to charge this specific order](#_Toc145525073)  [Member doesn’t want to place a payment account on file, **and** they are a first-time customer to mail](#_Toc145525074)  [The client allows Copay Installments and the member requests to make payment installments](#_Toc145525075)  [The client allows Fill and Bill, and the member doesn’t want to provide a method of payment/asks to be billed for their order](#_Toc145525076) | | | | |
| **If...** | **Then...** | | | |
| Member is using an existing payment method | When selecting an existing account from the **Payment Method** dropdown, you must verify **with the member:**   * **For Credit Cards:** Last four (4) digits and expiration date * **For eChecks:** Financial institution and account type   ONLY IF you are speaking to an authenticated member, Power of Attorney and/or Legal Representative, you mayverify this information by proactively providing the default payment method information on file.   * If you are speaking with an authenticated third-party caller, ask them to provide the payment method information. **DO NOT** proactively offer this information. | | | |
| **If the member…** | | **Then…** | |
| Asks for time to obtain the information.  **Example:** Unsure of the card number or would like to change their method of payment. | | Allow the member some time to locate and provide this to you. | |
| Challenges why we are asking for verification | | We would like to be sure we are billing the correct card, so our procedures now require us to verify the last four numbers of the card you are billing. I apologize if this is an inconvenience. | |
| Is unable to provide the account information.  **Example:** Does not have the credit card with them currently. | | * If there is a default card on file,   Should the default payment on file be used?   * If there is not a default card on file,   Should we use the form of payment used most recently?  **Note:** Notate the member’s account that this discussion took place. | |
| Member wants to use a new/updated payment method | Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | | | |
| Member has a **credit** on their account and does not want to charge this specific order | Warm transfer to [FastStart (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) (selecting the appropriate provider option) in order to initiate a new fax request.  **Note:** If FastStart is closed, submit a DPC Request Support Task. Refer to [Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response (058100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a635ef88-4180-46fd-a161-5b4605b8b3fe). | | | |
| Member does not want to place a payment account on file, **and** they are a first-time customer to mail | If there is a cost for the Rx(s), the caller will have to add a payment method to proceed.  **Note:** If the cost is $0.00, we must still attempt to obtain and add a payment method to the member’s account to avoid delays in the member receiving their medication and continuing treatment. The $0.00 copay could change once we have received the prescription from the provider. If the member still does not want to add a payment card to the account, warm transfer the member to FastStart for further assistance placing the order. | | | |
| The client allows Copay Installments and the member requests to make payment installments. | If the Client participates in the Copay Installment Program, it will display as an option in the **Payment Method** drop-down menu.  Do NOT proactively offer the installment payment option. It is always preferable to obtain full payment for the order. This option should be utilized if the member expresses that they are unable to pay the full price for their order or are becoming escalated about the cost of their prescriptions. Refer to [Compass - Copay Installment Payments (057183)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14e13366-0206-4670-9b6f-15de902471d6). | | | |
| The client allows Fill and Bill, and the member does not want to provide a method of payment/asks to be billed for their order | If the Client allows Fill and Bill, it will display as an option in the **Payment Method** drop-down menu.   1. Ask the member if they would like to use a method of payment or if they would like to be billed.   **Note:** Obtaining a payment method should be attempted on every call.   1. Select **Fill and Bill** only if the member specifically requests to be billed for their order.     **Note:** If there is a balance on the account over the client’s threshold or the amount of the order is over the client’s threshold, the caller will need to add a method of payment to proceed with the order. Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | | | |
| **20** | After confirming all information on the **Verify** screen, click **Next**.   * If a pop-up message displays, refer to the scenarios below.     **Result:** Place a New Rx Request – Completed screen displays. | | | | |
| **If…** | **Then…** | | | |
| Member is using an existing **EXCLUSIVE** payment method (pop up displays) | The following Payment Method Exclusive to Other Member pop-up message displays:    **MED D Note:** The following information for exclusive accounts does not apply to MED D. | | | |
| **If the Order…** | | | **Then…** |
| Includes Rx(s) for the originator of the exclusive account.  **AND**  The originator is on the phone placing the order. | | | * Click the check box “I have spoken to and authenticated <Member Name>.”   **Result:** The **Place Order** button illuminates.     * Click **Place Order** to complete the order.   + Click **Cancel** to return to the **Refill Rx – Verify** screen. |
| Does not include any Rxs for the originator of the exclusive account.  **AND**  The originator is on the phone placing the order. | | | * Inform the member that the payment account is currently designated as for their use only. * Confirm they would like to apply it to the order for the other family member(s).   + **If yes,** click the check box then click **Place Order** to complete the order.   + **If** **no,** click **Cancel** to return to the **Refill Rx – Verify** screen. |
| Includes only Rxs for the originator of the exclusive account.  **AND**  The originator is **NOT** on the phone placing the order. | | | The account should only be used with the originator’s permission.  Ask if the originator is available to speak with you for a moment to authorize the transaction.   * If yes, authenticate the originator, click check box and click **Place Order** to complete the order once authorization is confirmed. * If not available, click **Cancel** to return to Refill Rx – **Verify** screen. Suggest that a different payment account be used or for the originator to contact us (or login to the Member Web Portal) at their convenience to apply the payment. |
| Does not include any Rxs for the originator of the exclusive account **OR** includes a mix of Rxs for the originator of the exclusive account and Rxs for other family members.  **AND**  The originator is not on the phone placing the order. | | | The account should only be used with the originator’s permission.    Ask if the originator is available to speak with, to authorize the transaction.   * If not available, suggest that a different payment account be used or for the originator to contact us, or login to caremark.com.   **Notes:**   * POAs are authorized to act on behalf of the member and can apply payments to an exclusive account. * If a non-plan member is calling for a plan member, as long as the call is fully authenticated and the caller can verify the payment account information, continue with applying the payment to the exclusive account.   **Example:** Custody of a dependent   * Consult with supervisor if you are unsure or feel that the situation may lead to unauthorized use of the account. |
| P.O. Box shipping is not recommended (pop up displays) | Advise the member of the displayed **P.O. Box shipping** warning and refer to [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901) for additional information about Cold Pack shipping to a P.O. Box.    **Note:** In the above example, the popup contains **dual messaging**. Both checkboxes must be selected before the order can be placed. To address the **Exclusive Payment** portion of the popup, refer to the [Member is using an existing **EXCLUSIVE** electronic payment method](#MemberUsingExistingExclusivePmntMethod) scenarios listed above. | | | |
| **21** | **Provide the following disclaimer:**  We need to contact your provider for a new prescription. Once we receive the prescription from your prescriber, it will process within five (5) business days, and then ship from our pharmacy the next business day. You will receive confirmation of shipping via your preferred method of communication to notify you of your order status.  **Processing Rx once received from doctor:**   * Once we have received the prescription, if the prescription is eligible to be filled (i.e., the Next Fill Date is within 14 days), it will process automatically. If the Next Fill Date is beyond 14 days of the date the prescription is received, the prescription will be placed on an Indefinite Hold. The member would then need to place the order closer to their fill date either by contacting Customer Care or through the portal. * If the member indicates they do not want the New Rx to be filled until a certain date or the member wants a preferred manufacturer for a medication, refer to [Compass - Viewing, Adding, and Editing Alerts (054194).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18)   **Notes:**   * A Confirmation number will not generate for a **New Rx** **Request** because an order is not created until the provider submits the new prescription. Click **New Rx Status** in the **Claims Landing** Page to see the details of the prescription request generated by this order. * If member requests a cold pack to be shipped to a P.O. Box or an APO, FPO, or DPO, refer to [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901). | | | | |
| **22** | Provide next steps.   * The member can log onto Caremark.com to view the **Status** of the order and information on shipping. If the member is showing as “Not Registered” for our Web Portal, offer to send a Quick Registration link, when applicable, to their email address or cell phone. Refer to [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a). * Address any additional member requests. * Close the call using the appropriate verbiage. Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f).   **Note:** If a **New Rx Request** needs to be **canceled** after it has already been submitted by the CCR, enter a Mail Alert. Refer to [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) for the process of adding a Mail Alert. | | | | |

[Top of the Document](#_top)

|  |
| --- |
| Find a Provider |

To search for a provider to add to the **Selected Providers** drop-down menu on the **Provider** screen of a **New Rx** **Request**, follow the steps **below:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | From the **Place a New Rx Request – Provider** screen, check off prescriptions with the same provider, then select or search for that provider.    **Result:** The **Search for Provider** screen displays.  **Note:** The **Picklist, Apply** button, and **Search** button will be disabled until the agent selects one or more Rx(s). | | |
| **2** | **Agent can search by the following:** Provider **NPI** (National Provider Identifier) or First Name, Last Name, and Zip Code or First Name, Last Name, City, and State. Complete the Search fields and then click **Find** to search for the provider.  **Notes:**   * To help locate the correct provider, Compass will display a list of recent providers in the **Recent Providers** drop-down menu. Click the **Recent Providers** drop-down arrow to choose from the list. Then click **Add to Search** to populate the Search fields.   + If there are no recent providers, the dropdown will display the following message: “No recent providers found.” * Search will allow for a hyphen or apostrophe to be used while searching First Name, Last Name, and City.     **Result:** Provider Search Results will display. | | |
| **3** | Review the Provider Search Results for the correct provider record.   * Verify the address and phone number with the caller. * To successfully add a Provider, the provider's fax number must exist in the table. * After you have selected the appropriate provider, you can hover over the Provider name will display address, provider phone number and fax number on the Place a New Rx Request Provider screen. | | |
| **If the provider information is…** | **Then…** | |
| Found and valid | Select the **Fax Number** hyperlink next to the correct provider’s name to be added to the **Selected** **Providers** dropdown and the pre-selected Rx(s). Then return to [Step 11](#Step11) of the [Initiating a New Rx Request](#_Initiating_a_New) section above and proceed with the New Rx Request. | |
| Not found or is invalid (e.g., missing a fax number)   Do **not**submit a DPC Request during FastStart hours (Monday - Friday 8:00 a.m. – 6:30 p.m. CT). Instead, call FastStart at **1-866-281-0636** (internal phone number; do not disclose to member). | **Proceed depending on who is calling:** | |
| **If...** | **Then...** |
| Provider’s office is on the phone and verified information but cannot or refused to be transferred to FastStart. | Refer the provider to contact their licensing boards (NPPES, DEA and State Medical Boards) and update their information with them.   * NPPES Registry phone number: **1-800-465-3203** * DEA phone number: **1-800-882-9539**   The provider’s office can always send us prescriptions directly by phone, fax, and E-Script. Refer to [Compass - eFax or ePrescriptions (eRx, Escript) (062770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2daa28e2-82e3-4387-a6a3-c8d8f6f33099).   * If the member or provider wants to mail the prescription(s) to us, refer to the member’s Mail Pharmacy Address in Compass, located in the **Mail Rx** tab. |
| Member is on the phone and the doctor’s fax number is not in the system, but the doctor’s phone number is listed, and the member does not want to provide the doctor with FastStart phone number. | For a one-time request to submit the New Rx, refer to [Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response (058100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a635ef88-4180-46fd-a161-5b4605b8b3fe).  The doctor's office will need to update all their licensing boards. **Examples:** NPPES, DEA and State Medical Boards.   * NPPES Registry phone number: **1-800-465-3203** * DEA phone number: **1-800-882-9539**   The provider’s office can always send us prescriptions directly by Phone, Fax, and E-Script. Refer to [Compass - eFax or ePrescriptions (eRx, Escript) (062770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2daa28e2-82e3-4387-a6a3-c8d8f6f33099).   * If the member or provider wants to mail the prescription(s) to us, refer to the member’s Mail Pharmacy Address in Compass, located in the **Mail Rx** tab. |
| Member is on the phone and the doctor’s fax number needs to be updated or added for a one-time request |
| Member Refuses to provide the Providers office with the NPPES Registry Phone number | For a one-time request to submit the New Rx, refer to [Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response (058100)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a635ef88-4180-46fd-a161-5b4605b8b3fe).  The doctor's office can fax, phone, mail, or eFax a new prescription. |

[Top of the Document](#_top)

|  |
| --- |
| Check New Rx Status |

To search for a New Rx Status request submitted on behalf of the member within the last 30 days, follow the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the Claims Landing page, click **New Rx Status**.  **Result:** The New Rx Status page displays.      **Notes:**   * The **New Rx Status** tab on the **Claims Landing** Page will be available when the representative is in either an Interactions or Research Case. * Agent will have the ability to **Search by Drug Name**. * Provider name will be a hover or click to display a popup with Provider address, phone number, and fax number. * If unable to locate the recent Rx(s) under New Rx Status tab, review the **Member Alerts** under the **Alerts** panel for New Rx submissions. Refer to Compass - Viewing, Adding, and Editing Alerts 054194 as needed. |
| **2** | Compass will display any New Rx Request submitted on behalf of the member within the last 30 days by default (from today’s date), the date range can be filtered up to 1 year max. Advise the caller of the current member action needed, if any. |

[Top of the Document](#_top)

|  |
| --- |
| Provider Calls |

For provider/prescriber calls regarding a New Rx, follow the steps **below:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Obtain the prescriptions and verify they are not already on file (Mail Order History, Mail Rx, or Alerts).   * If on file,proceed to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c). * If not on file,proceed to the next Step.   **Note:** Transfer provider calls to [FastStart (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) regarding new prescription requests only. |
| **2** | Provide the provider or their representative with the following:   * **FastStart Direct phone number:** **1-800-378-5697** * **Fax number:** **1-800-378-0323** * Refer to the **eFax/ePrescriptions** section in [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).    **Due to prescription safety and to eliminate fraud, waste and abuse, faxed prescriptions will not be accepted by anyone other than the prescribing physician or their authorized staff. Members cannot fax a written copy of their prescription in to mail order.**  **Notes:**   * The FastStart phone and fax number, and the eFax/ePrescription addresses may be provided to members calling in order to give this information to their Provider. However, advise the caller that the phone and fax numbers **are for providers only.** * Some C2 Medications can now be submitted electronically by the provider's office if the member is low on medication. Refer to [Compass - Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958), [Compass - Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00), and [Compass - eFax or ePrescriptions (eRx, Escript) (062770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2daa28e2-82e3-4387-a6a3-c8d8f6f33099). * Controlled Substances have more restrictions than other medications, therefore they cannot be requested through the New Rx process due to various state and federal laws. |
| **3** | Warm transfer the provider or their representative (during hours of operation) to the FastStart team at **1-866-281-0636** (This is an internal number. Do not provide.) if provider wishes to start a prescription over the phone.  I have <Provider Name or Provider’s Representative Name> on the line for a FastStart order for <member name and ID>.  **Note:** If after hours, then offer the option of eFax or provide fax number **1-800-378-0323**. Refer to [Compass - eFax or ePrescriptions (eRx, Escript) (062770)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2daa28e2-82e3-4387-a6a3-c8d8f6f33099). |

[Top of the Document](#_top)

|  |
| --- |
| New Rx Scenario Guide |

Utilize the scenario guide for the following **situations:**

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| Not Available or Not in Stock at Mail | When selecting a drug from the Previous Prescription section or using the Find a Drug search in the New Rx – Drug and Dosage screen, the following pop-ups will appear for Not Available at Mail or Not in Stock Rx(s).  **Note:** Selecting an NDC in the Find a Drug search will trigger the pop-up for Not Available at Mail or Not in Stock  **Not Available at Mail**    **Not in Stock**    Advise the caller of the options available to them:   1. Offer to check CVS retail inventory to determine if the medication is available for the caller to get at a local pharmacy. If the Check CVS Retail Inventory hyperlink is selected, the Rx will pre-populate in the CVS Retail Inventory screen. Refer to [Compass – Search for CVS Retail Inventory (Drug Shortage / Out of Stock) and View Claim Details (RxConnect) (066768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c10d717e-f397-4f10-8fb6-3731cd856f5c) for more information. 2. Advise the caller they can contact their provider for alternative medications. If the caller asks about alternatives, refer to [Compass – Viewing and Running Test Claims for Alternative Rx(s) (056849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b3dbfb44-1c9e-47a6-b8f4-6010f553731b).  * Advise the caller any alternatives found would need to be discussed with their provider and a new prescription would need to be sent to our mail order pharmacy. * If no alternatives are found and the caller wants to continue with the medication that is **Not Available at Mail** or **Not in Stock**, advise the caller they would need to fill the prescription at another in network pharmacy. * If alternatives are found, run test claims to determine coverage and pricing for the alternatives to discuss with their provider.   When selecting a drug from the Previous Prescription section on the New Rx – Drug and Dosage screen, closing the pop-up will automatically deselect the drug.  When initiating a Find a Drug search in the New Rx flow, selecting an NDC from the Drug Search Results prevents continuation of the flow for this drug after closing the pop-up.  Rx’s for both Not Available at Mail and Not in Stock cannot be added to the Requested Drugs section for a New Rx request. |
| Limited Distribution Drug pop up | When selecting a drug from the Previous Prescription section or using the Find a Drug search in the New Rx – Drug and Dosage screen, pop-ups will display if the medication is a Limited Distribution Drug with instructions for next steps.  **Dispensed by Specialty Pharmacies**    **Dispensed by a Limited Set of Pharmacies**    When selecting a drug from the Previous Prescription section on the New Rx – Drug and Dosage screen, closing the pop-up will automatically deselect the drug.  When initiating a Find a Drug search in the New Rx flow, selecting the NDC from the Drug Search Results prevents continuation of the flow for this drug after closing the pop-up.  Complete all other actions on the account to assist the call and after all issues are resolved transfer the caller to Specialty to assist with on how to obtain the Limited Distribution Drug. |
| **MED D Only:**  Viewing Messages (View hyperlink displays) | 1. Click the **View** hyperlink located within the **Messages** column.     **Results:** The Messaging screen displays.  **Example**: Transition Fill used.    **Notes**:   * If the medication is applying towards a **Transition Fill**, additional messaging will display under the **Additional Messages** section. * Messaging will be dynamic. * Once reviewed, agent can click **Close** to return to the Place a New Rx Request - Verify screen.  1. Return to [**Step 16.**](#STEP16) |
| Denied Test Claim on Place a New Rx Request – Verify screen | 1. Click the hyperlinked code under the **Reason Code** column.    **Result:** Messaging for <Drug Information>, Reject Messages section popup displays.  2. Review **Reject Description**, **Reason Why Rejected** and **Settlement Description. Click** Reject Code <**#**> to view pharmacy next best actions.    **Result:** Compass navigates to the Pharmacy Next Best Actions for Reject Code <#> section within the popup.    3. Review Pharmacy Next Best Actions. Click **Close** to return to the Place a New Rx Request – Verify screen.  4. Return to [**Step 15**](#Step15) and determine next best actions to assist the member. Refer to [Compass - Rejection Codes and Resolutions (Reject 01 – Reject ZN) (067649)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=104c3318-95ba-42e2-bd05-17877b0a8045) if needed. |

[Top of the Document](#_top)

|  |
| --- |
| Hawaii (HIP) Obtaining a New Prescription (Rx) for the Member |

Follow the process below for Hawaii residents using the Hawaii Dispensing Pharmacy (HIP) only if:

* It is an urgent request (member has 10 days or less on hand) or
* If the member is requesting a day supply LESS than the plan allows or
* If the plan allows MORE than a 90-day supply and member is requesting that day supply (**Example:** 100-day supply)

**Note:** For all other New Rx Requests for HIP, refer to the New Rx Request Process outlined above.

Perform the following steps to obtain a New Prescription for the Member:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Run a Test Claim, then quote the price of the medication to the member. |
| **2** | **Verify the following:**   * Member’s primary address * Member’s phone number * Member’s default method of payment |
| **3** | Email HIPPSC using the **email template:** [Compass - HIPPSC Email Template (059736)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b239c6ae-537a-4927-a130-77bb2f2be29a).   * Add URGENT to the email subject line if the member has less than 10 days’ supply on hand. |
| **4** | **Advise the caller:**  We need to contact your provider for a new prescription. You can expect your order to be shipped from our pharmacy within five business days once it is received, provided your provider responds. Orders ship on the first business day available upon processing being completed. If our pharmacy needs to communicate additional information, you will receive a phone call from a pharmacy technician.Please note that processing time is in-house and does not include shipping time. |

[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)

[Compass - New Rx Request Scenario Guide (Popups, Warnings, and Written Prescription (054354)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8bf9e4c9-2459-48b1-b0e1-6079bf9e222d)

**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**