# Compass - New Rx Request Scenario Guide (Popups, Warnings, and Written Prescription)

[Place a New Rx Request – Drug and Dosage](#_Toc198899683)

[Place a New Rx Request – Provider](#_Toc198899684)

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**Description:** Provides additional scenarios that may occur during a New Rx Request in Compass, including if a member states that they have a written prescription. Refer to the section that corresponds to the screen you are on in the Place a New Rx Request workflow.

**Note:** For the complete process of placing a New Rx Request, refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706).

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| Place a New Rx Request – Drug and Dosage |

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | From the **Quick Actions** panel, click the **New Rx Request** link to access the Place a New Rx Request – Drug Dosage screen. | | |
| **2** | When selecting a drug on the Place a New Rx Request – Drug and Dosage screen, the following pop-up messages may display:  [Specialty Drug Selected](#_Toc133852992)  [Duplicate Drug](#_Toc133852993)  [Controlled Drugs Selected](#_Toc133852994)  [Rx Already on File](#_Toc133852996)  [Drug Not Available Through Mail Order](#_Toc133852997)  [Duplicate New Rx request within 7 days](#DuplicateNewRxRequestwithin7Days)  **Note:** Compound prescriptions are NOT available through CVS Health Mail Order Pharmacy. | | |
| **If…** | **Then…** | |
| Specialty Drug Selected | Assist the caller with other questions, then review the CIF for Specialty Drug instructions.   * If there is no indication of Specialty Drug instructions in the CIF, warm transfer to CVS Specialty. | |
| Duplicate Drug | Advise the caller that there is an order on file for the drug and address the caller’s questions, if any.  Address the following scenarios, when applicable: | |
| **If** | **Then** |
| The drug is already being prescribed by mail | Click the **Rx#** hyperlink to retrieve prescription details.     * To proceed, click the **New Rx Request** button to start the New Rx Request. * To cancel, choose the **Refill by Mail** button. |
| The drug has already been selected | * To proceed, click the **New Rx Request** button to start the New Rx Request. * To cancel, click the **Refill by Mail** button. |
| Controlled Drugs Selected | Advise the caller that because the prescription is a Class 2 controlled drug, a new prescription must be mailed in or sent in electronically by the provider, if allowed by the state. Refer to [Compass – Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958).     * To remove the Controlled Drugs from the New Rx Request, click the **Continue** button. * To return to the Place a New Rx Request – Drug and Dosage screen, click the **Cancel** button. | |
| Rx Already on File | Educate the member based on the pop-up message provided.  **Note:** If a member has an existing Rx on file, it is preferred that the Rx is refilled and a renewal request sent rather than submitting a new Rx request.   1. Click the **Rx#** hyperlink in the pop-up. 2. Review all the Rx details with the member to ensure nothing has changed (Provider, Medication, Strength, Direction, etc.).    * If all details are the same and nothing has changed, stop the new Rx process. Select **Exclude Drug from the Rx Request** and proceed to refill the Rx already on file, even if the Rx is expired or out of refills. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c).    * If any details have changed, proceed with the new Rx request by select **Include Drug in Rx Request** and edit the fields that have changed. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). | |
| Drug Not Available Through Mail Order | Educate the member based on the pop-up message provided on the screen and then click **Close**. | |
| Duplicate New Rx request within 7 days | Educate the member based on the pop-up message provided. After speaking to the member, select the button to either **Include Drug in Rx Request** or **Exclude Drug from the Rx Request** to continue.  **Results:**   * When selecting the **Include Drug in Rx Request** button,pop-up message will close, and the Rx will remain **selected**. * When selecting the **Exclude Drug from Rx Request** button,pop-up message will close, and the Rx will be **de-selected**. | |

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| Place a New Rx Request – Provider |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the Place a New Rx Request - Provider screen, proceed depending on which of the following scenarios occurs: | |
| **If...** | **Then...** |
| A Warning Review icon appears | This is an indication that provider information is missing. Proceed to Step 2. |
| No Warning Review icon appears | You must still confirm the Provider Name, Phone number, Fax number, and Address with the caller. Full Provider information can be viewed by searching for a provider from the **New Provider** screen. Proceed to Step 2.  **Note:** DO NOT proceed with the New RX Request without provider verification. The ability to view provider information in the table will be available in a future Compass Software Release. |
| **2** | Click the **magnifying glass** icon to perform a provider search. | |
| **3** | Proceed to the “Find a Provider” section of [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) for the complete process of searching for a provider. | |

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| Place a New Rx Request – Quantity |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the Place a New Rx Request - Quantity screen, proceed depending on which of the following scenarios occurs: | |
| **If...** | **Then...** |
| A Warning Review icon appears stating “Please enter a quantity and day supply” | This is an indication that quantity or days supply is missing. Proceed to Step 2. |
| A Warning Review icon appears stating “Days’ supply should not be greater than Max Days Supply” | This is an indication that the days’ supply added is more than the plan allows. A New Rx Request can be submitted for the client’s Max Days’ Supply or less. Proceed to Step 2.    **Note:**  Run a test claim to determine the Max Days’ Supply if needed. |
| No Warning Review icon appears | You must still verify the Quantity the caller will need for a 90-day supply of each medication. Proceed to Step 2.  **Note:**  The provider determines the member’s quantity and days’ supply. |
| **2** | To edit or add either the Quantity or Days, click the **pencil** icon in the appropriate field, type the new Quantity or Days’ Supply, then press **Enter**. | |

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| Member Has a Written Prescription |

**  Due to prescription safety and to eliminate fraud, waste and abuse, faxed prescriptions will not be accepted by anyone other than the prescribing physician. Members cannot fax a written copy of their prescription in to mail order.**

Complete the steps below:

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| **Step** | **Action** |
| **1** | Determine if the prescription is a Controlled Substance.   * If yes, refer to [Compass - Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00) for any limitations. * If no, proceed to the next Step.   **Note:** 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. |
| **2** | Determine if the prescription is a Specialty medication.   * If yes, provide information on sending the prescription to the CVS Specialty Pharmacy. * If no, proceed to the next Step.   Run a Test Claim to verify coverage for the drug. |
| **3** | Advise member of next steps.   * Complete an **order form** and send in prescription with payment or payment information.   You should send your order to the address that is pre-printed on your order form.   * If the member does not have an order form, they can be:   + Printed out from Caremark.com (refer to [Caremark.com - Forms for Print and Adobe Reader (038391)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0bbf55de-6048-4d78-be0e-e40dde8f724b)), or   + Up to five forms be sent to the member using the Member Resources screen in Compass (refer to [Compass - Member Resource (formerly known as Fulfillment) Orders and SOC Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662)).   You can send your order to <Mail Pharmacy Address in Compass on member account, under Mail Rx on the Claims Landing Page>.      [**Turn Around Time (018691)**](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352)**:** Once received by our pharmacy, it will process within 5 business days and then the prescription will be shipped.  **Notes:**   * **Order Forms:** * Printed via the Member Web Portal. * Mailed to the member. Refer to [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af). * **Specific Manufacturer:** * If the member needs a specific manufacturer for their medication, then the provider needs to specify on the actual prescription. * For long term requests for a specific manufacturer, a Mail Order Alert can be added to the member’s account. Refer to [Compass - Viewing, Adding, and Editing Member and Mail Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18). * **Coupons:** * Manufacturer coupons are usually restricted to retail fills. * Instructions should be read carefully by the member before deciding to include the coupon with their Mail Order. Refer to [Compass - Manufacturer Copay Assistance Cards (063965)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8eb849ae-eaa3-4d01-bbf8-195b9cd4bdbf). * Valid coupons can be included with the Mail Order Form. |

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| Related Documents |

**Abbreviations/Definitions:** [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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