# Compass - Bridge Supply

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**Description:** Process for offering members a short-term supply or “Bridge” of an existing Mail Order prescription through a CVS Retail pharmacy. This capability is intended as a temporary solution in select situations to bridge a need for medication while the member waits for their Mail Order prescription to arrive. The Bridge Supply quantity obtained at Retail is always offered as a ten (10) day supply of the next refill of the member’s Mail Order prescription.

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| General Information |

 Refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for Order Placement guidelines.

 Bridge Supply orders can only be filled at CVS Retail pharmacies, including CVS pharmacies within Target stores.

* Because a Bridge Supply is a short-term supply of an existing Mail Order prescription through a CVS Retail pharmacy, Bridge Supplies picked up at the CVS Retail pharmacy will NOT be charged a Retail copay. When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay. Payment method verification or appropriate option (**Example:** Fill and Bill) will need to be obtained prior to warm transferring the member to the Bridge Supply Team.

 If the member lives in Hawaii (dispensing pharmacy HIP) refer to [Hawaii Clients Only: HIP Bridge Supply Short Term Prescription (Rx) Refills (045269)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33608c59-7193-4b11-9673-1ffbf8a66433).

 Review the plan CIF to determine if the plan allows for bridge supply. If not mentioned in the CIF, proceed to verify if Bridge is available to offer to the member.

* For a State of Hawaii client, contact the Clinical department.

Bridge supply cannot be done for RESHIP orders.

CVS retail pharmacy must be open before bridge supply can be placed.

Certain medications are dispensed in the original manufacture container.

One Bridge Supply should be enough to hold the member over until their order arrives. However, the member can receive a second Bridge Supply on the same Rx number under special conditions. **Example:** The order the member received the initial Bridge Supply has been shipped, but member has not received order yet, then the member might be eligible for a second Bridge Supply.

 If an initiated Bridge Supply order is stuck and has not shipped, contact the Senior Team.

 If an initiated Bridge Supply order has shipped and has not been delivered, refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b).

The Auto Refill Program (ARP) can be suggested to the member as a way to reduce future Bridge Supply requests.

* If the member is interested in the Auto Refill Program (ARP), the member should wait until they receive the Mail Order remaining balance of the order the member requested the Bridge Supply from.

The following prescriptions are NOT eligible for Bridge Supply. The system will notify the CCR if a prescription is ineligible due to the following reasons:

* Prescriptions included in an Open Order (an order that is in dispensing or label print status cannot be bridged)
* New prescriptions (at least one home delivery must have shipped out to member)
* Prescriptions with no refills remaining
* Controlled Substances
* Pre-packaged medications

We **DO NOT** offer Bridge Supplies to members in the following locations due to State laws regarding transfers of prescriptions:

* Utah
* New York
* Arkansas
* Nebraska
* Puerto Rico

**Note:** Bridge Supply may still be available to a member who has an address in one of the excluded states but is obtaining the Bridge Supply from another state that is eligible (**Example:** Member lives in New York, but is visiting Florida and shipping to an alternate address).

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| Validating Bridge Supply via Placing a Refill Order |

Perform the steps below to validate a Bridge Supply for a Rx from the **Refill Rx – Supply on Hand** screen:

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| **Step** | **Action** | |
| **1** | During the [Refill Rx (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) process, if the caller indicates they have 5 days or less supply on hand (including the day they take their next dose of medication), do NOT click the checkboxes next to the member’s name for the impacted drug(s) on the **Refill Rx - Supply on Hand** screen. Instead, click **Next** and the Limited Medication Supply Options popup displays.  **Example:** In the below example, the member does NOT have 5+ days supply of Detrol or Gabapentin on hand. The agent does NOT check the boxes next to the member’s name before they click **Next**:    **Result:** The Limited Medication Supply Options screen displays: | |
| **2** | Educate the caller on the available options and proceed accordingly.   * If the member opts for Bridge Supply, click the chevron  next to **Option 3: Bridge Supply** and continue to Step 3.   **Result:** Eligible and Ineligible Rx(s) will display.    **Note:** Option 3 is dynamic and can change between “Bridge Supply” and “Not Eligible for Bridge Supply” based on State Laws, Client Participation, Line of Business, and type of Rx(s).  If Bridge Supply is not allowed, refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9).  CVS retail pharmacy must be open before Bridge Supply can be placed. | |
| **3** | Advise the caller as follows:  Do you have a preferred CVS pharmacy location nearby?  There is an available option, known as a “Bridge Supply” that will allow you to pick up a temporary 10 day supply. Please be advised that this option is only available at CVS Retail Pharmacies.  Additionally, please be informed the Bridge Supply amount dispensed will reduce the number of doses in the current refill. Your refill will be automatically placed and charged to you.  **Example:** If you normally receive 90 doses and you receive 10 doses in a Bridge Supply, the next regular order will be reduced by 10 doses, meaning you would receive 80 doses.  **Note:** Selected Rx(s) will bypass the refill flow until the refill has been submitted. | |
| **4** | Select the eligible Rx(s) for which the member needs a Bridge Supply. | |
| **If…** | **Then…** |
| All Rx(s) in the order are Eligible Rxs for Bridge Supply | Click the **Select All** checkbox, then click **Continue**.  **Result:** The Select Bridge Supply Pharmacy screen displays. Proceed to the next step. |
| The order includes Rx(s) that are Ineligible  or  The member does not need to include all Eligible Rx(s) in the Bridge Supply request | Select the Rx(s) for which the member needs a Bridge Supply, then click **Continue**.  **Result:** The Rx(s) in the order that were not selected for Bridge Supply will now continue through the usual Refill Order process. Proceed to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c).  **Note:** Selected Rx(s) will bypass the Refill flow and the Bridge Supply should be requested once the Refill Order has been submitted, from the Refill Rx – Completed screen. Refer to the [Scenario Guide](#_Bridge_Supply_Scenario) below for additional information as needed. |
| **5** | Select the pharmacy where the member will be filling their medication, then click **Next**.    **Result:** The Information for Bridge Supply Representative screen displays. | |
| **6** | Validate the Shipping Address, Phone Number, and Payment Method for the member’s Mail Order.  **Note:** Because a Bridge Supply is a short-term supply of an existing Mail Order prescription through a CVS Retail pharmacy, Bridge Supplies picked up at the CVS Retail pharmacy will NOT be charged a Retail copay. When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay. Shipping address, phone number, and payment method need to be selected for the future Mail Order (from which the short-term supply is coming).     * To change the Bridge Supply Pharmacy, click the **Previous** button. * To exit the Bridge Supply request, click **Cancel**. | |
| **7** | Warm transferthe call to Bridge Supply at **1-866-234-0457** (internal number, do not disclose) **option 1** and provide the **Information for Bridge Supply Representative** before completing the call transfer.  If after hours, the member will need to call back the next day during the Bridge Supply Team hours of operation.  **Bridge Supply Hours of Operation:**   * **Monday thru Friday:**  7 am to 8 pm CT * **Saturday:**7 am to 6:30 pm CT * **Sunday:**  9 am to 6 pm  CT   **Note:** Holiday hours may differ from those listed above. | |
| **8** | When the warm transfer is complete, click **Close**. | |

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| Validating Bridge Supply on the Order Status Screen |

The green bridge icon will display if a medication is eligible for Bridge Supply.

Perform the steps below to validate a Bridge Supply for a Rx on the Order Status screen before warm transferring the call to the Bridge Supply Team:

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| **Step** | **Action** | | |
| **1** | Verify the number of days supply the member has on hand.   * If the member has 5 days or less supply on hand, check for Bridge Supply availability before offering any other short-term supply options.   Bridge Supply availability must ALWAYS be the first option checked prior to presenting alternatives to the member. Use the following Talk Track prior to checking for Short Term Supply option:  Do you mind if I take a moment to explore what options are available to you to obtain a temporary supply of medication? | | |
| **2** | Navigate to the Claims Landing Page, then click the **Mail Order History** tab.  **Result:** The Mail Order History screen will display. | | |
| **3** | Determine the name of the Rx(s) and the number of Rx(s) included in the order, then click the **Order Number** link for the order in question to determine whether Bridge Supply is eligible as a first option.  **Notes:**   * Click the **>** (chevron arrow) next to the **Order Number** link to expand and view the Order information. * If the order cannot be found, ask the member if he/she has had any recent name changes and search for a second account (active or inactive).     **Result:** The Order Details screen displays. | | |
| **4** | Click the member’s name to view the Rx(s) in the order.    When requesting a Bridge Supply of a Rx, there must be a current order that shows **SHIPPED** status but does not show on tracking as being delivered. No new RX can be used for Bridge Supply.  **Notes:**   * Clicking the **>** (chevron arrow) next to the Member name will expand/collapse each member section. * **Request Bridge Supply** will be disabled until a checkbox is selected. | | |
| **5** | Select the **checkbox** for each prescription you need to take action on, click the **Rx Actions** dropdown, then select **Request Bridge Supply**.  **Note:** A green bridge icon  will appear next to the Rx name if the Rx is eligible for Bridge Supply. | | |
| **6** | Proceed depending on if the system indicates a Bridge Supply of the Rx(s) are eligible, ineligible, or not allowed due to the member’s shipping address: | | |
| **If…** | | **Then…** |
| **Eligible** | | Continue to [Step 7](#Step7). |
| **Ineligible**, a popup will display:    If Bridge Supply is not allowed, refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). | | Review the information about the medication(s) that are ineligible for Bridge Supply and then click **Continue** to proceed with requesting a bridge supply for any other selected prescriptions.  **Notes:**   * To return to the Order Details screen, click **Cancel**. * Offer other available options for obtaining a temporary supply of medication, if applicable. * If there are multiple medications in the order and one or more are not eligible, but others are, you may consult the Bridge Supply Team to confirm if any of these medications can be bridged. |
| Bridge Supply is not allowed according to the member’s default shipping address, a popup will display: | | If the member can obtain their Bridge Supply from another location, click **Continue** to proceed with requesting the Bridge Supply.  **Note:** To return to the Order Details screen, click **Cancel**. |
| **7** | Advise the member as follows:  Thank you for being patient. There is an available option, known as a “Bridge Supply” that will allow you to pick up a temporary 10 day supply at a nearby Retail Pharmacy located at <pharmacy address>. Please be advised that this option is only available at CVS Retail Pharmacies.  Additionally, please be informed the Bridge Supply amount dispensed will reduce the number of doses in your next refill. Your refill will be automatically placed and charged to you.  If the order has been shipped but not yet received, your next refill will be reduced by the number of doses received from the Bridge Supply. You may receive a message that an order has been placed on hold until it can be filled on the next refill date. This would be your next refill minus the 10 day amount you will be receiving in the Bridge Supply.  **Example:** If you normally receive 90 doses and you receive 10 doses in Bridge Supply, the next regular order will be reduced by 10 doses, meaning you would receive 80 doses.    Do you have a preferred CVS pharmacy location? | | |
| **If…** | **Then…** | |
| Yes | Proceed to the next step. | |
| No | Review the **Select Bridge Supply Pharmacy** screen to determine CVS pharmacies closest to the member.   * If member agrees to pharmacy location, proceed to next step. * This would also include CVS stores located within Target. * If not, offer other available options for obtaining a temporary supply of medication. | |
| **8** | Select the pharmacy where the member will be filling their medication, then click **Next**.  **Note:** The system will allow the member to use Longs Drugs pharmacies for the state of Hawaii only.    **Result:** The Information for Bridge Supply Representative screen will display. | | |
| **9** | Validate the Shipping Address, Phone Number, and Payment Method for the member’s Mail Order.    **Note:** Because a Bridge Supply is a short-term supply of an existing Mail Order prescription through a CVS Retail pharmacy, Bridge Supplies picked up at the CVS Retail pharmacy will NOT be charged a Retail copay. When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay. Shipping address, phone number, and payment method need to be selected for the future Mail Order (from which the short-term supply is coming).    **Notes:**   * To change the Bridge Supply Pharmacy, click the **Previous** button. * To exit the Bridge Supply request, click **Cancel**. | | |
| **10** | Warm transferthe call to Bridge Supply at **1-866-234-0457** **option 1** and provide the **Information for Bridge Supply Representative** before completing the call transfer.   * If after hours, the member will need to call back the next day during the Bridge Supply Team [hours of operation](#BridgeSupplyHoursofOperation). | | |
| **11** | When the warm transfer is complete, click **Close**. | | |

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| Bridge Supply Scenario Guide |

Refer to the following scenarios as needed:

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| **Scenario** | **Action** |
| The member is low on medication due to a dosage change | Advise we wil need a new prescription for the new dosage. Do NOT request a Bridge Supply.  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). |
| The member’s insurance will expire before the remaining amount is to be shipped | We cannot proceed with a Bridge Supply. Eligibility is factored in when the system determines if an Rx is eligible for a Bridge Supply. |
| When a Bridge Supply is completed, the next refill will be placed in Future Fill (FFL) to be sent to the member automatically. If the original order needs to be reshipped. | The Bridge Supply team needs to release the Future Fill order as the Reship order.  Do not cancel the order or place the prescription on indefinite hold, as doing so causes serious errors in processing. Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance and procedural transfer. |
| The order includes Rx(s) that are both Eligible and are not selected, or Eligible and Ineligible Rxs. | Select the Rx(s) for which the member needs a Bridge Supply, then click **Continue**.  **Result:** The Rx(s) in the order that were not selected for Bridge Supply will now continue through the usual Refill Order process. Proceed to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c).  Selected Rx(s) will bypass the Refill flow and the Bridge Supply should be requested once the Refill Order has been submitted. From the Refill Rx – Completed screen, click **Request Bridge Supply**.    **Result:** The Bridge Supply will be initiated for all Eligible Rx(s) previously selected. The Select Bridge Supply Pharmacy screen will display.  Return to [Step 5](#Step5Refill) in [Validating Bridge Supply via Placing a Refill Order](#_Validating_Bridge_Supply) section to complete the Bridge Supply request. |
| The caller wants to enroll the selected Bridged Rx in ARP. | If the Rx(s) is selected for Bridge Supply it will bypass the Automatic Refill/Automatic Renewal screen. The caller will have to wait until the order is processed and shipped to enroll the Rx in ARP. The caller can go to Caremark.com to enroll the Rx(s) in ARP once the orders are received. |

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| Related Documents |

[Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c)

[Customer Care Abbreviations, Definitions, and Terms (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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