# **Compass - Member ID Card Replacement**

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**Description:**   Steps to follow if a plan member needs Member ID Card(s). If the client allows, the member may also print a card using our Mail Order pharmacy website or access it through our app for smart phones (iPhone, iPad, and Android phone users).

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| Reminders |

The client determines who prints and distributes the member ID cards to the member.

* Most clients issue ID cards that are printed only in the primary member’s name. Other family members **will not** receive a card with their own name on it. Requests for additional cards will also be issued in the primary member’s name. When the pharmacy submits a prescription to the insurance, they will use the spouse/dependent’s name and date of birth (not the primary member’s name on the card) to process the claim.
* Some clients may **print each person’s name** on the plan documents and each person will have their own individual card.

**Example:**  One card would display the primary member’s name, another the spouse’s name, and others with the dependent names if applicable.

Only active members can have ID cards mailed to them. ID cards that are requested prior to the effective date will not be processed.



 CCRs cannot provide ID numbers to members, unless there are specific instructions in the CIF. There are a few clients that have instructions in the CIF. For more details, refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).



 CCRs can order replacement ID cards for Members (this includes members listed on the account. Third party callers that are authenticated can request ID cards if the cards go to the primary address. Refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).



**Note:** Members can order cards through the IVR, Caremark.com (if client allows), or the CVS Caremark app.

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| Replacement ID Cards |

If the member is at the pharmacy and needs processing information, you can provide the Retail Logic information to the pharmacy. Retail Logic information includes:

* Alternate ID
* RxBin Number
* RxGroup Number
* RxPCN ID Number
* Member's Name and Date of Birth

 The member can be provided with the RxBin Number, RxGroup Number, and RxPCN; however, we **cannot** provide the **External** or **Alternate ID** number to the member. Refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

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| **Step** | **Action** | |
| **1** | Determine who manages the ID card request, review the CIF Fulfillment section.   * If we place the order for the ID card, proceed to the next step. * If the client handles the member ID cards, advise the caller who handles the ID cards and to contact them directly.   When a member is not currently active, the following message will display: “Cards not available for inactive member.” | |
| **2** | Check for a previous request within the last 24 hours.   * Compass will allow another order after 24 hours (based on date and time). * If a card has been requested recently, probe to find out if the member needs additional cards mailed or if there are other suitable options such as downloading a temporary card from the website. | |
| **3** | From the Member Snapshot Landing Page, navigate to the center panel and click the **ID Cards** tab.  **Result:** The ID Cards information will display.    Only active members can have ID cards mailed to them. ID cards that are requested prior to the effective date will not be processed.  **Notes:**   * The **Member** section will be expanded when the page is opened but it can be collapsed. * If the member currently does not belong to a client, the following message displays below the **Available ID Cards** table: “Replacement Prescription cards are not available for this client.” * When a member is **not currently active**, the following message will display: “Cards not available for inactive member.” | |
| **4** | Click the **Row Level Action** drop-down arrow and select **Send by Mail**.  **Result:** The Send by Mail popup will display.    When **neither** the Prescription nor the ExtraCare Health Benefit (ECHB) are available for the Client, the following message displays: “Cards not available for this client.” | |
| **5** | Ask the member how many cards they will need mailed. Use the **Row Level Action** drop-down arrow to select **more** cards if needed and proceed to next step.  **Notes:**   * ID cards can only be sent in multiples of 2. Options include: 2 Cards, 4 Cards, 6 Cards. (System defaults to 2 cards.) * If a member requests more than 6 cards, submit a Benefit Information Support Task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). * To return to the ID Cards tab, click Cancel. | |
| **6** | Verify the address with the caller.  ID cards are sent to the **eligibility address**. This must be updated with the member’s Benefit Office or Human Resource (HR) department. | |
| **If the member address is…** | **Then…** |
| Incorrect | * We cannot send an ID card to them at this time. * ID cards are sent to the eligibility address, and this must be changed by the member’s Benefit Office or HR department.   **Note:** If the member does not update their address with their Benefit Office/HR department, then the address change may not be permanent, and it will not update the fulfillment address. |
| Correct | Card will be sent to the primary plan member’s address. Proceed to the next step. |
| **7** | Select the **Send** button to complete the request.    **Result:**  When successfully submitted, message displays: “Request to mail ID card was successfully submitted.”  **Notes:**    * If unable to submit due to system error, a message will display: “System Error – Try again or contact your System Administrator”. Submit a Benefit Information Task. Refer to [Compass – Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). * To Cancel the ID card request, refer to the [Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/nxfile/default/4ad65197-fe9e-4288-b5e3-23c771eff267/ncf:generated_pdf/GEN%20050032%20Compass%20-%20Edit%20or%20Cancel%20a%20Self-Submitted%20Support%20Task%20ver%208.4%20%20pulled%2003282025.docx.html?changeToken=13138-0&inline=true#_Cancel_a_Service) section in the [Compass - Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267) work instruction. | |

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| Turnaround Time |

 ID cards will be processed within 3 business days. This does not include the shipping time when it gets mailed. You may receive your cards within 7-10 business days.



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| Related Documents |

**Parent Documents:**[CALL 0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011); [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Compass - Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267)

[Compass – Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)

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