# Compass - Order Reships

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**Description****:** Process to initiate and complete a Reship from an order that has already been shipped.

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| Reminders |

 **Ensuring** continuous therapy of plan-covered medication is a PBM’s (Pharmacy Benefits Manager’s) highest priority. For all medication-related calls, you must confirm the current days’ supply on hand. If the member is **at risk** of running out of the medication, review options in [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9) and take appropriate steps.

Reship will not be available during a Research Case.



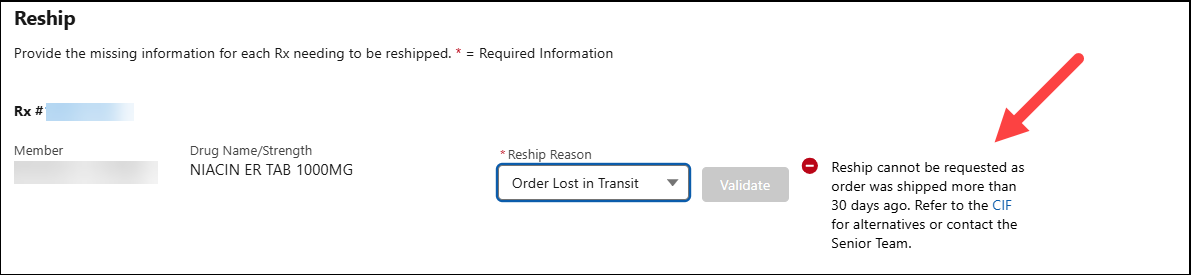
This work instruction does not apply to orders shipped by Coram. Refer to [Compass Medical Foods (062771).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65b80609-a9b5-4272-8fa8-a1e0c969c1e3)



If at any time during the Reship flow a pop-up displays for Not Available at Mail or Not in Stock at Mail, refer to the [Scenario Guide](#_Scenario_Guide) below.

 As part of the Reship automation, before submitting a Reship using the **Submit Support Task** button, users must review the **Member's Recent Support Task** panel on the **Case Details Landing Page** to confirm that a Reship has not already been initiated for the order in question.

**Note:** The window of availability for Reships is usually within 30 days of original shipping for Lost in Transit, and up to 90 days for missing or incorrect medications. Refer to each scenario for details.



* Review the **CIF** (Client Information Form) for the member’s plan information to see if there are any restrictions or processes on Reships.
* If a Reship has not been initiated and the caller needs both a Bridge Supply and a Reship, educate on the Reship letter and then warm transfer to Bridge Supply (**866-234-0457**). Refer to [Compass-Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b).  If a Reship has been initiated, a Bridge supply cannot be processed.

If the **original order has been shipped** and a **bridge supply has been completed**, and the member calls back stating they **never received the original order**, contact the **Senior Team** to arrange a **reshipment.** [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9)

* Do not submit more than 1 Reship Support Task for an order. If more than 1 Reship reason applies to an order, refer to [Scenario Guide](#_Scenario_Guide).
* Any **third party** may request a Reship on behalf of a member. The **third party** must have been fully authenticated and must identify name of the medication prior to submitting the Reship.
* If the mailing address for the Reship is **not** already on file (permanent), only the member or a POA (Power of Attorney) can add or edit the address for the Reship.
* The member must have **available refills** for a LIT Reship. If the prescription (Rx) is out of refills and a new prescription is needed, a Reship Support Task will need to be submitted. Refer to the [Scenario Guide](#_Scenario_Guide).
* Any prescription that is discontinued cannot be reordered and will need a new prescription from the prescriber. If the prescription states that it was discontinued by the provider, advise the member to contact their provider’s office for more information.
* Before initiating any Reship, check the prescriptions in question to ensure none have been “Discontinued/Internal Transfer Outbound” which indicates the client is moving or terming at the end of the year. If prescriptions are in this status, refer to the [Scenario Guide](#_Scenario_Guide).
* Before initiating a Reship, make sure that the medication needing a Reship is not in Future Fill status, as this will prevent a reship being created.  If there IS a Future Fill in process, place the Future Fill order on Indefinite Hold before initiating a Reship from the original order.
* If the client is Med D SilverScript (X9110), proceed with the Compass workflow. Compass will automatically submit a Support Task.
* Externally Adjudicated accounts can be access in Compass and would follow the normal Reship flow.

 If member lives in Hawaii (dispensing pharmacy HIP client), do NOT create a reship. Email HIPCCSOFFLINE ([rs6038@CVSHealth.com](mailto:rs6038@CVSHealth.com)) and include:

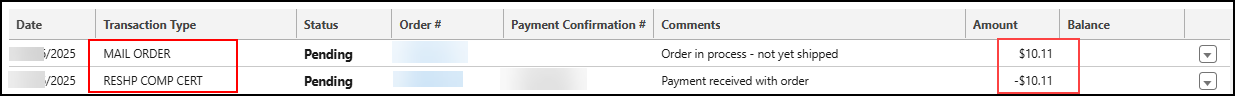
* Member ID
* Order number
* Prescription number
* Drug name and strength
* Verified shipping address
* Member call back number

After the Reship is submitted successfully, an Order Alert must be added. Refer to the “Viewing and Adding Order Alerts” section of [Compass - Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) for instructions on how to enter an Order Alert.



**Reship Invoices and MP Alerts:** When Reship orders are shipped, they adjudicate for the full cost of the medication. Then, a voucher/credit is applied to offset the cost to the member.

* The invoice sent with the order and MP email notifications will reflect the full cost of the medication and can be alarming to members.
* The Customer Care Representative (CCR) can view the voucher/credit in the **Mail Order Payment History Screen** and confirm the member will not be charged for that amount if they call in and question the amount. The credit will show as a Reship Compensation Certificate.



 **Ask probing questions to determine the reason for the requested reship.**

**Examples:**

*  Can you provide the name of the medication(s) that have not been received?
*  How many days’ supply of medication is left on hand?
*  Can you confirm the correct address for the order?
*  Did you receive the order?
*  Was there a recent change in address?
*  Were you notified about the delivery/tracking?

(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).

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| Order Lost in Transit |

**Notes:** Reships for Orders Lost in Transit are available within 30 days from the day after the ship date.

* If more than 30 days from shipped date, you will receive this message: “Reship cannot be requested if order shipped more than 30 days ago. Refer to the CIF for alternatives or contact the Senior Team.”
* If the order shows ”Delivered” but the caller states they never received the order, we do not have to wait 10 days to process a Reship. Refer to the [Scenario Guide](#_Scenario_Guide).

Order Lost in Transit should be submitted for the following reasons:

* Order Shipped to the wrong address – PBM error: The member does not need to wait for the 10-day post shipment period if the order was sent to the wrong address due to PBM error.
* If the package is still in transit, does that caller have a forwarding address?
* If the package is still in transit, with no forwarding address, warm transfer to the Senior Team for possible redirect.
* If delivered, verify the correct address.
* Order shipped to the correct address; member did not receive order; confirm address with caller.
* How long has it been since the order has been shipped?
  + - 10 calendar days or less from the following day after the ship date (DAY 1) - Reship denied. Encourage member to sign up for email and/or text message tracking alerts via [UPS.com](https://www.ups.com/us/en/Home.page%22%20/t%20%22_blank) or [USPS.com](https://tools.usps.com/go/TrackConfirmAction_input?_gl=1*1re6ly*_ga*MTI1OTIxOTExNi4xNjU5MDEyMDA5*_ga_3NXP3C8S9V*MTY1OTAxMjAwOC4xLjEuMTY1OTAxMjI5OC4w%22%20\t%20%22_blank) (verify package carrier through Compass).
    - 11-30 calendar days from the following day after the ship date (DAY 1) - Proceed to step 1 in the [Order Lost in Transit](#_Order_Lost_in) process.
    - 31+ days-If more than 30 days from shipped date, you will receive this message in Compass: “Reship cannot be requested if order shipped more than 30 days ago. Refer to the CIF for alternatives or contact the Senior Team.”

Complete the Steps below:

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| **Step** | **Action** |
| **1** | Obtain the name of the medication(s) the caller needs to have Reshipped. |
| **2** | Navigate to the **Claims Landing Page**,then click the **Mail Order History** tab.  **Result****:** Mail Orders within the default 90-day window display. |
| **3** | Locate the order with the prescription(s) the caller is inquiring about; click the chevron arrow next to the **Order Number** link to expand/collapse the order and confirm the prescriptions in the order with caller.  **Notes:**   * **Order Status** field and the **Status** column should display **Shipped, Delivered,** or **Delivery Delayed** to proceed with the Reship. * The **Tracking Number** column helps to confirm the order has been shipped. * The **Tracking Number** link available from the **Mail Order History** tab may need to be viewed to determine the delivery status of original order. * If caller confirms that all prescriptions are not in the order, look for consolidated orders with the same tracking number. * If multiple orders shipped with the same tracking number, confirm if member received either order.     **If the order shows confirmed delivery but the caller states they never received the order, ask the following probing questions:**   * Can you confirm the address where the order was supposed to be delivered? * Have you checked with anyone else in your household or building to see if they received the package? * Is it possible the package was delivered to a neighbor? * Is there a possibility that the package was left in a different location, such as a porch or garage? * Have you checked with your local delivery service to see if they have any additional information? |
| **4** | Click the **Order Number** hyperlink once you have located the appropriate order to determine if the member has received the medication(s).  **Note:** View the prescriptions in the order to ensure the correct Order Number is expanded.      **Result:** The Order Details screen displays. |
| **5** | From the **Order Actions** drop-down menu on the **Order Details** screen, select **Reship**.  **Note:** Use the chevron arrow next to each member’s name to view prescriptions in the order and confirm the correct order has been selected and check recent orders to see if the Rx was consolidated with another order.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** TheReship screen displays.  **Notes:**   * The **Reship** option will only be enabled for orders with a Status of **Shipped, Delivered,** or **Delivery Delayed**. * If an error message displays or the Order is locked, refer to the [Scenario Guide](#_Scenario_Guide). |
| **6** | From the **Reship Reason** drop-down menu, select **Order Lost in Transit**.   * You may select an individual medication or all medications for reship. Medication(s) in the order will change to **Reship Reason: Order Lost in Transit** unless the initial reason is changed. Once Order Lost in Transit is selected for the first prescription in the Reship table, the remaining selections for other prescriptions in the order are “Order Lost in Transit” or “No Reship Needed.” Confirm each prescription with caller. * For orders shipped more than 30 days ago, the following error message displays if Order Lost in Transit is selected: “Reship cannot be requested as order was shipped more than 30 days ago. Refer to the CIF for alternatives.”   A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * The **Reship Reason** defaults to “No Reship Needed.” * Specific Messaging will appear based on the selection of the Reship Reason criteria. * For other Reship reasons, refer to the appropriate section of this document:   + [Damaged Rx](#_Damaged_Rx)   + [Missing Rx](#_Missing_Rx)   + [Rx Quantity Shorted](#_Rx_Quantity_Shorted) * Click **Cancel** to exit the Reship screen. |
| **7** | Click **Validate** toconfirm the **Order Lost in Transit** reason.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Reship - Order Lost in Transit pop-up window displays.  **Note:** Based on the **Reship Reason** and Rx(s) in the order, further required fields may need to be completed. |
| **8** | Answer the following shipping address questions in the **Reship - Order Lost in Transit** pop-up window, then click the **Continue** button.   * Was the order shipped to the correct address? * Did member request order to be shipped to the above address?   **Scenario 1 – PBM Error**    **Scenario 2 – Sent to the Correct Address (not a PBM error)**    **Note:** If the client is Med D SilverScript (X9110), the error messaging will not display if order was shipped less than 10 days ago. Proceed with the Compass workflow. Compass will automatically submit a Support Task.  **Scenario 3 – Member advises order was not sent to the correct address, but the member requested the order to be sent to the address displaying in the pop-up window.** |
| **9** | Select the days’ supply of medication the member has on hand using the **Days’ Supply** drop-down menu.  A close-up of a computer screen  AI-generated content may be incorrect.  **Notes:**   * If Days’ Supply is less than or equal to 5 days, refer to the [Scenario Guide](#_Scenario_Guide). * For orders with Controlled Substances, proceed to the next step. * For all other orders, skip to Step 11. |
| **10** | Advise the member of requirements on Reships containing Controlled Substances as needed, then check the box.    **Note:** This will only appear for orders that contain Controlled Substance medications.  A close-up of a sign  AI-generated content may be incorrect. |
| **11** | Complete the **Shipping Address** and **Phone Number** fields, then advise the member of Reship turnaround time guidelines for Days’ Supply on hand:  Processing Time is within **48 hours** of Reship request being received.   * Shipping Time is determined by days’ supply on hand: **5 days or less** – Urgent Next day shipping * **6-10 days** – 2-day shipping * **11+ days** – Best Method shipping   (**Note:** If more than one medication was in the order, determine shipping time by the medication that the member has the **least** days’ supply on hand.)  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * Confirm the original order was shipped to the correct address. * Compass will automatically determine what needs to be submitted and update the buttons based on selections made in the Reship screen. * Click **Cancel** to exit the Reship screen. * If there is more than one prescription being Reshipped, the delivery method is determined by the drug with the least amount of Days’ Supply on Hand. Turnaround time for processing is up to 48 hours. * If new address or phone number information needs to be added to the member’s account, click the related **Add/Update** button, and refer to the appropriate work instruction as needed:   + [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) |
| **12** | Click Place Order or Submit Support Task.  **Result:** The Message for Member popup displays.   * Read **Message for Member**, then check the box before selecting **Close.**   A screenshot of a message  AI-generated content may be incorrect.  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” |
| **13** | After successfully submitting the Reship, navigate to the Order Details screen to add an Order Alert.   * Make the following notation in the Order Alert: “Reship initiated for an Order Lost in Transit.”     Refer to the “Viewing and Adding Order Alerts” section of [Compass – Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) for instructions on how to enter an Order Alert.  Once the LIT reship is completed, refer to [Reship Letters for Lost in Transit](#_Reship_Letters_for). |

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| Damaged Rx |

Damaged Rx should be submitted for the following reasons:

* Mail order was received but the contents are damaged, broken, or spilled, regardless of if the package is intact or appears to have been tampered with or damaged.
* Packaging that was crushed or torn but with intact, undamaged contents do not count as a Damaged Order. But if the member is questioning the safety of using the Rx’s from a damaged package, warm transfer to Clinical Care Services.

**Notes:**

* Reships for Damaged Rx are available within 90 days from day after the ship date.
* Mail Tags for returning the damaged medication will be sent with the Reship order when appropriate.
* Damaged order reships will not require a refill or use one of the member’s existing refills.
* If the package has damaged medications as well as missing ones, select the appropriate Reship Reason for each prescription.
* Replacement of the damaged order will depend on specific circumstances. (Damaged tablets/capsules can easily be replaced; however, individual units of packaged medications may not be able to be separated.)

Refer to the table below:

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| **If member is calling about…** | **Then…** | |
| Crushed tablet/capsule or a broken bottle | Continue to process the Reship in Compass. | |
| Any issue regarding:   * Temperature   **Example:** Insulin too hot / cold     * Medication is thought to be defective (Refer to [Defective Products](#_Defective_Products).)   **Example:** Inhaler is not working.     * Medication is questionable.   **Example:** Package is intact, but a leak may have occurred (powder, sticky substance inside broken/missing seal, etcetera.) | [Warm Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).  **Reminders:**   * Ensure Clinical Care Services are within their Hours of Operation. * Medicare D members should continue to be warm transferred. * Check any client specific process, if applicable.     For **after hours**, determine if the member has medication on hand: | |
| **If the member…** | **Then…** |
| Has medication on hand from a previous order | Advise the member to call back during [Clinical Care Service’s (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) hours of operation to speak to a [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Does not have any medication from a previous order and needs to verify the stability of the current order | Refer to [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889). |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | Obtain the name of the medication(s) the caller needs to have Reshipped. | |
| **2** | Navigate to the **Claims Landing Page**,then click the **Mail Order History** tab.  **Result:** Mail Orders within the default 90-day window display.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **3** | Locate the order with the prescription(s) the caller is inquiring about; click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order.  **Notes:**   * **Order Status** field and the **Status** column should display **Shipped, Delivered,** or **Delivery Delayed** to proceed with the Reship. * The **Tracking Number** column helps to confirm the order has been shipped. * The **Tracking Number** link available from the **Mail Order History** tab may need to be viewed to determine the delivery status of original order.   A screenshot of a computer  AI-generated content may be incorrect.  **Ask the caller how the prescription(s) were damaged:**   * Can you explain what happened with the order? * How is the medication damaged? * Is the bottle(s) sealed and unopened? * Did the packaging arrive damaged? * If the packaged was damaged, is the full quantity received or is anything missing? | |
| **4** | Click the **Order Number** hyperlink once you have located the appropriate order to determine if the member has received the medication(s).    **Note:** View the prescriptions in the order to ensure the correct Order Number is expanded and check recent orders to see if the Rx was consolidated with another order.  A screenshot of a computer  AI-generated content may be incorrect..  **Result:** The Order Details screen displays. | |
| **5** | From the **Order Actions** drop-down menu on the **Order Details** screen, select **Reship**.  **Note:** Use the chevron arrow next to each member’s name to view prescriptions in the order to confirm the correct order has been selected.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** TheReship screen displays.  **Notes:**   * The **Reship** option will only be enabled for orders with a Status of **Shipped, Delivered,** or **Delivery Delayed**. * If an error message displays or the Order is locked, refer to the [Scenario Guide](#_Scenario_Guide). | |
| **6** | From the **Reship Reason** drop-down menu, select **Damaged Rx**.  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * The **Reship Reason** defaults to “No Reship Needed.” * Specific Messaging will appear based on the selection of the Reship Reason criteria. * For other Reship reasons, refer to the appropriate section of this document:   + [Order Lost in Transit](#_Order_Lost_in)   + [Missing Rx](#_Missing_Rx)   + [Rx Quantity Shorted](#_Rx_Quantity_Shorted) * Click **Cancel** to exit the Reship screen. | |
| **7** | Click **Validate** toconfirm the **Type of Damage**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Reship – Damaged Rxpop-up window displays.  **Note:** Based on the **Reship Reason** and Rx(s) in the order, further required fields may need to be completed. | |
| **8** | Select the type of damage from the **Type of Damage** drop-down menu, then click **Continue**.  **Note:** When “Other” is selected as the **Type of Damage**, the following message displays: “Rxs with Other Types of Damage cannot be included in this reship request. Contact Clinical to have member speak with a pharmacist about the condition of the medication and possible options.”  A screenshot of a computer  AI-generated content may be incorrect. | |
| **9** | Review the **Quantity Shipped** information and then enter the amount damaged in the **Quantity Damaged** field.   * **Quantity Shipped:** The amount of the prescription shipped to the member in units. **Example:** 90 tabs of medication were shipped to the member:      * **Quantity Damaged****:**    + For non-packaged medication, enter the quantity of medication damaged based on units shipped. **Example:** If the member advises 10 out of the 90 tabs were damaged, **10** should be entered in the **Quantity Damaged** field.      * + For packaged medication, enter the quantity of packages damaged. **Example:** Member has received 6 bottles of Novolog. If the member advises two bottles are damaged, **2** should be entered in the **Quantity Damaged** field.   For packaged medication, Compass displays the number of packages times (x) the number of units per package (**Example:** 3.000 x 10.000 ML [This would be 3 packages of 10ML vials.]) in the **Quantity Shipped** field. The Quantity Shipped units should NOT be entered in the **Quantity Damaged** field. You must enter the number of damaged packages in their order. For an example on viewing the **Rx Details** tab and **Dispensed Drug Quantity**, refer to the [Scenario Guide](#_Scenario_Guide). | |
| **10** | Select **Yes** in the **Returnable** field and advise the member to keep the Rx; a mail tag is included with their replacement order so that they can return the Damaged Rx.  **Note:** Select **No** in the **Returnable** field if the member advises the Damaged Rx cannot be salvaged.  **Do not read to the member:** The PBM will automatically replace the order and send a mail tag for the return of damaged product. When the Damaged Rx is returned, we can review the product, and, in some cases, return it to the reverse distributor for credit back to the company.  Refer to as needed: | |
| **If…** | **Then…** |
| Controlled Substance | * The **Returnable** field will default to **No** when the prescription is a controlled medication. * Proceed to next step.   Refer to [Scenario Guide](#_Scenario_Guide)for further assistance. |
| Non-Controlled Substance | * Select **Yes** in the **Returnable** field and advise the member to keep the Rx; a mail tag is included with their replacement order so they can return the Damaged Rx. * Proceed to next step. |
| **11** | Select the days’ supply of medication the member has on hand using the **Days’ Supply** drop-down menu.  **Notes:**   * If Days’ Supply is less than or equal to 5 days, refer to the [Scenario Guide](#_Scenario_Guide). * For orders with Controlled Substances, review the Controlled Substance Reships section below to advise accordingly, then proceed to the next step. * For all other orders, skip to Step 13. | |
| **12** | Advise the member of requirements on Reships containing Controlled Substances as needed, then check the box.    **Note:** This will only appear for orders that contain Controlled Substance medications.  A close-up of a white sign  AI-generated content may be incorrect. | |
| **13** | Complete the **Shipping Address** and **Phone Number** fields, then advise the member of Reship turnaround time guidelines for Days’ Supply on hand:  Processing Time is within **48 hours** of the Reship request being received.   * Shipping Time is determined by days’ supply on hand: **5 days** or less – Urgent Next day shipping * **6-10 days** – 2-day shipping * **11+ days** – Best Method shipping   (**Note:** If more than one medication was in the order, determine shipping time by the medication that the member has the **least** days’ supply on hand.)  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * Confirm the original order was shipped to the correct address. * Compass will automatically determine what needs to be submitted and update the buttons based on selections made in the Reship screen. * Click **Cancel** to exit the Reship screen. * If there is more than one prescription being Reshipped, the delivery method will be determined by the drug with the least amount of Days’ Supply on Hand. Turnaround time for processing is up to 48 hours. * If new address or phone number information needs to be added to the member’s account, click the related **Add/Update** button, and refer to the appropriate work instruction as needed:   + [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) | |
| **14** | Click **Place Order** or **Submit Support Task**.  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” | |
| **15** | After successfully submitting the Reship, navigate to the Order Details screen to add an Order Alert.   * Make the following notation in the Order Alert: “Reship initiated for Damaged Rx.”     Refer to the “Viewing and Adding Order Alerts” section of [Compass - Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) for instructions on how to enter an Order Alert. | |

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| Missing Rx |

Missing Rx should be submitted for the following reasons:

* Shipment was received but is missing a requested Rx.
* Packing error from the PBM; Rx is not in package.
* Package was tampered with/opened before being received by the Member; Rx is not in package.
* Missing Rx Reships do not require a refill or use one of the member’s existing refills.

**** The member must notify us within 90 days of the shipping date (shipping date is counted as day 1).

**Notes:**

* When order shipped date is over 30 days and under 90 days, Compass will guide you through the reship flow and will direct you to submit a support task; click the **Submit Support Task** button once it is enabled to submit the reship (Compass is intuitive and assists the agent with the process.)

Missing Rx Reships can only be submitted for orders with more than one Rx in the order. If only one Rx is in the order, treat the order as LIT. Refer to [Order Lost in Transit](#_Order_Lost_in) section.

Complete the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Obtain the name of the medication(s) the caller needs to have Reshipped. | |
| **2** | Navigate to the **Claims Landing Page**,then click the **Mail Order History** tab.  **Result:** Mail Orders within the default 90-day window display.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **3** | Locate the order with the prescription(s) the caller is inquiring about; click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order.  **Notes:**   * **Order Status** field and the **Status** column should display **Shipped, Delivered,** or **Delivery Delayed** to proceed with the Reship. * The **Tracking Number** column helps to confirm the order has been shipped. * The **Tracking Number** link available from the **Mail Order History** tab may need to be viewed to determine the delivery status of original order.   A screenshot of a computer  AI-generated content may be incorrect. | |
| **4** | Click the **Order Number** hyperlink once you have located the appropriate order to determine if the member has received the medication(s).  **Note:** View the prescriptions in the order to ensure the correct Order Number is expanded and check recent orders to see if the Rx was consolidated with another order.  A screenshot of a computer  AI-generated content may be incorrect..  **Result:** The Order Details screen displays.  To determine if the reship is necessary ask the following probing questions: | |
| **Examples of Probing Question** | **Possible Issues** |
| Can you check the package one last time for the medication just to make sure it wasn’t overlooked? | Often the member overlooks the medication in the package OR packing material. |
| Did your order arrive in a box or an envelope? | * Some medications are always packed in boxes, and if the order was not in a box, we can give feedback to the shipper. * If the order is large and arrived in an envelope, then it is likely the medication is missing since it may not possibly all fit in an envelope. |
| Was the package opened or damaged in any way? | The order was damaged, opened, or otherwise tampered with in transit, and Medications are missing.   * If yes, refer to the [Damage Rx](#_Damaged_Rx) section. |
| Did you check inside the pouch for the medication? | If receiving a cold pack for the first time from our PBM, the member may not know to look inside the pouch. They may mistake this for the cold pack itself.  Refer to [Cold Pack Packages (068152)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b8115d-45ff-4172-9bc4-f3e0a26bde02) for a description of the packaging materials. |
| How many bottles are missing? | Ask this question to determine how many bottles the member should have received. Some 90-day prescriptions are often sent in multiple bottles. Confirm the days’ supply and quantity in compass. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).  **Note:** Prescriptions may be dispensed as a combination of Manufacturer bottles or CVS Caremark amber bottles, or both, to complete the dispensed quantity. |
| Did the package arrive sealed but empty? | Package arrived unopened and undamaged, but no medication was included. |
| **5** | From the **Order Actions** drop-down menu on the **Order Details** screen, select **Reship**.  **Note:** Use the chevron arrow next to each member’s name to view prescriptions in the order to confirm the correct order has been selected.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** TheReship screen displays.  **Notes:**   * The **Reship** option is enabled for orders with a Status of **Shipped, Delivered,** or **Delivery Delayed**. * If an error message displays or the Order is locked, refer to the [Scenario Guide](#_Scenario_Guide). | |
| **6** | From the **Reship Reason** drop-down menu, select **Missing Rx**.  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * The **Reship Reason** defaults to “No Reship Needed.” * Specific Messaging will appear based on the selection of the Reship Reason criteria. * For other Reship reasons, refer to the appropriate section of this document:   + [Order Lost in Transit](#_Order_Lost_in)   + [Damaged Rx](#_Damaged_Rx)   + [Rx Quantity Shorted](#_Rx_Quantity_Shorted) * Click **Cancel** to exit the Reship screen. | |
| **7** | Click **Validate** toconfirm that the Rx has not been located.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Reship - Missing Rxpop-up window displays.  **Note:** Based on the **Reship Reason** and Rx(s) in the order, further required fields may need to be completed. For assistance, refer to the [Scenario Guide](#_Scenario_Guide). | |
| **8** | Click the radio button to confirm if the caller was able to locate the Rx, then click **Continue**.   * If yes, no Reship is required. * If no, a Reship is required. Proceed to the next step.   A screenshot of a computer  AI-generated content may be incorrect. | |
| **9** | Select the days’ supply of medication the member has on hand using the **Days’ Supply** drop-down menu.  **Notes:**   * If Days’ Supply is less than or equal to 5 days, refer to the [Scenario Guide](#_Scenario_Guide). * For orders with Controlled Substances, proceed to the next step. * For all other orders, skip to Step 11. | |
| **10** | Advise member of requirements on Reships containing Controlled Substances as needed, then check the box.  **Note:** This will only appear for orders that contain Controlled Substance medications. | |
| **11** | Complete the **Shipping Address** and **Phone Number** fields, then advise the member of Reship turnaround time guidelines for Days’ Supply on hand:  Processing Time is within **48 hours** of the Reship request being received.   * Shipping Time is determined by days’ supply on hand: **5 days** or less – Urgent Next day shipping * **6-10 days** – 2-day shipping * **11+ days** – Best Method shipping   (**Note:** If more than one medication was in the order, determine shipping time by the medication that the member has the **least** days’ supply on hand.)  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * Confirm the original order was shipped to the correct address. * Compass will automatically determine what needs to be submitted and update the buttons based on selections made in the Reship screen. * Click **Cancel** to exit the Reship screen. * If there is more than one prescription being Reshipped, the delivery method is determined by the drug with the least amount of Days’ Supply on Hand. Turnaround time for processing is up to 48 hours. * If new address or phone number information needs to be added to the member’s account, click the related **Add/Update** button, and refer to the appropriate work instruction as needed:   + [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) | |
| **12** | Click **Place Order** or **Submit Support Task.**  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” | |
| **13** | After successfully submitting the Reship, navigate to the Order Details screen to add an Order Alert.   * Make the following notation in the Order Alert: “Reship initiated for Missing Rx.”     Refer to the “Viewing and Adding Order Alerts” section of [Compass - Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) for instructions on how to enter an Order Alert. | |

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| Rx Quantity Shorted |

Rx Quantity Shorted should be submitted for a report of partial Rx received. **Example:** Member was expecting 90 pills and instead got 80.

**** The member must notify us within **90** days of the shipping date (shipping date is counted as day 1).

**Notes:**

* Rx Quantity Shorted Reships do not require a refill or use one of the member’s existing refills.
* Rx Quantity Shorted refers to bottles/packages with fewer than the expected number of units.
* If the member expected 90 tablets, but the Dr. sent a prescription for 30 tablets, for example, this is not a shorted quantity.

Complete the steps below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step** | **Action** | | | |
| **1** | Obtain the name of the medication(s) the caller needs to have Reshipped. | | | |
| **2** | Navigate to the **Claims Landing Page**,then click the **Mail Order History** tab.  **Result:** Mail Orders within the default 90-day window display.  A screenshot of a computer  AI-generated content may be incorrect. | | | |
| **3** | Locate the order with the prescription(s) the caller is inquiring about; click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order.  **Notes:**   * **Order Status** field and the **Status** column should display **Shipped, Delivered,** or **Delivery Delayed** to proceed with the Reship. * The **Tracking Number** column helps to confirm the order has been shipped. * The **Tracking Number** link available from the **Mail Order History** tab may need to be viewed to determine the delivery status of original order.   A screenshot of a computer  AI-generated content may be incorrect.  **Ask probing questions to determine why member received less medication than expected:**   * How much medication did you receive? * Was the medication damaged in any way?” If the order was damaged, refer to [Damaged Rx](#_Damaged_Rx) section. * Have you received a bridge supply for the medication recently?   + If a member received a Bridge Supply previously and 80 DS was received in the mail, this is not a shorted quantity; refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b). * Is the medication missing entirely?   + If the medication is missing entirely, proceed to [Missing Rx](#_Missing_Rx) section. | | | |
| **4** | Click the **Order Number** hyperlink once you have located the appropriate order to determine if the member has received the medication(s).  **Note:** View the prescriptions in the order to ensure the correct Order Number is expanded and check recent orders to see if the Rx was consolidated with another order.  A screenshot of a computer  AI-generated content may be incorrect..  **Result:** The Order Details screen displays.  Ask the member to explain the shortage.  **Examples:** Quantity or entire prescription, name of drug in question. | | | |
| **If…** | **Then…** | | |
| Member states quantity shortage | Click the Rx # hyperlink within the order to access the Claim Details screen of the prescription(s) and determine what quantity was dispensed. | | |
| **If quantity dispensed…** | **Then…** | |
| Matches the quantity that the member indicated was shortage | Check the plan details to determine if quantity exceeds plan limitations | |
| **If…** | **Then…** |
| No | Confirm with [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad)the quantity dispensed is what the prescriber authorized and proceed to next step. |
| Yes | Educate the member on the plan limitations. |
| Does not match the quantity the member indicated | Proceed to next step | |
| Member indicates entire prescription is missing | Review the content of the order shipped to determine if a fill was placed for it. Refer to [Missing Rx](#_Missing_Rx). | | |
| Prescription was ordered and not processed | Apologize for the inconvenience and ask how much medication the member has remaining.   * Five days or more supply left, place the refill order. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c). * Less than five days’ supply on hand, refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). * Prescription shows filled, proceed to next step. | | |
| **5** | From the **Order Actions** drop-down menu on the **Order Details** screen, select **Reship**.  **Note:** Use the chevron arrow next to each member’s name to view prescriptions in the order to confirm the correct order has been selected.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** TheReship screen displays.  **Notes:**   * The **Reship** option will only be enabled for orders with a Status of **Shipped, Delivered,** or **Delivery Delayed**. * If an error message displays or the Order is locked, refer to the [Scenario Guide](#_Scenario_Guide). | | | |
| **6** | From the **Reship Reason** drop-down menu, select **Rx Quantity Shorted**.  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * The **Reship Reason** defaults to “No Reship Needed.” * Specific Messaging will appear based on the selection of the Reship Reason criteria. * For other Reship reasons, refer to the appropriate section of this document:   + [Order Lost in Transit](#_Order_Lost_in)   + [Damaged Rx](#_Damaged_Rx)   + [Missing Rx](#_Missing_Rx) * Click **Cancel** to exit the Reship screen. | | | |
| **7** | Click **Validate** toconfirm the Rx has not been located.  A close-up of a white background  AI-generated content may be incorrect.  **Result:** The Reship - Missing Rx pop-up window displays.  **Note:** Based on the **Reship Reason** and Rx(s) in the order, further required fields may need to be completed. | | | |
| **8** | Review the **Quantity Shipped** information and then enter the amount shorted in the **Quantity Shorted** field. Then click **Continue**.  Warning message will display: “When validating for Shorted Quantity, ensure the amount that was shipped was the amount the member expected to receive.”   * **Quantity Shipped:** The amount of the prescription shipped to the member in units. **Example:** 90 tabs of medication were shipped to the member. * **Quantity Shorted:** * For non-packaged medication, enter the quantity of medication shorted based on Quantity Shipped. **Example:** If the member advises 10 out of the 90 tabs were missing, confirm that the member only received 80 tabs. **10** should be entered in the **Quantity Shorted** field. * For packaged medication, enter the quantity of packages shorted. **Example:** If the member advises two bottles are missing, confirm that the member was supposed to receive 6 bottles, but only received 4 bottles. **2** should be entered in the **Quantity Shorted** field. * If the Quantity Shorted is greater than or equal to the Quantity Shipped, the following error message will display: “Submit Missing Rx Request if entire Rx is missing.”   For packaged medication, Compass displays the number of packages times (x) the number of units per package (**Example:** 3.000 x 10.000 ML [This would be 3 packages of 10ML vials.]) in the **Quantity Shipped** field. The Quantity Shipped units should **not** be entered in the **Quantity Shorted** field. **ONLY** Input the number of packages the member is missing from their order into the shorted field. | | | |
| **9** | Select the days’ supply of medication the member hason hand using the **Days’ Supply** drop-down menu.  **Notes:**   * If Days’ Supply is less than or equal to 5 days, refer to the [Scenario Guide](#_Scenario_Guide). * For orders with Controlled Substances, proceed to the next step. * For all other orders, skip to Step 11. | | | |
| **10** | Advise the member of requirements on Reships containing Controlled Substances as needed, then check the box.  A close-up of a white background  AI-generated content may be incorrect. | | | |
| **11** | Complete the **Shipping Address** and **Phone Number** fields, then advise the member of Reship turnaround time guidelines for Days’ Supply on hand:  Processing Time is within **48 hours** of the Reship request being received.   * Shipping Time is determined by days’ supply on hand: **5 days or less** – Urgent Next day shipping * **6-10 days** – 2-day shipping * **11+ days** – Best Method shipping   (**Note:** If more than one medication was in the order, determine shipping time by the medication that the member has the **least** days’ supply on hand.)  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * Confirm the original order was shipped to the correct address. * Compass automatically determines what needs to be submitted and updates the buttons based on selections made in the Reship screen. * Click **Cancel** to exit the Reship screen. * If there is more than one prescription being Reshipped, the delivery method will be determined by the drug with the least amount of Days’ Supply on Hand. Turnaround time for processing is up to 48 hours. * If new address or phone number information needs to be added to the member’s account, click the related **Add/Update** button, and refer to the appropriate work instruction as needed:   + [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) | | | |
| **12** | Click **Place Order** or **Submit Support Task**.  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” | | | |
| **13** | After successfully submitting the Reship, navigate to the Order Details screen to add an Order Alert.   * Make the following notation in the Order Alert: “Reship initiated for Rx Quantity Shorted.”     Refer to the “Viewing and Adding Order Alerts” section of [Compass - Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) for instructions on how to enter an Order Alert. | | | |

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| Defective Products |

Call received from a member who states there may be a potential manufacturer’s defect with one or more of the products received from us. Request is only honored if within 90 days from day after the ship date.

Perform the following steps to handle a call regarding a Defective Product:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Locate the order with the prescription(s) the caller is inquiring about; click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order and check recent orders to see if the Rx was consolidated with another order. | |
| **2** | **Ask probing questions to verify if Rx is defective:**   * Is the medication unusable due to a defect? * Is the adhesive on their patches not sticking? * Are you pressing the inhaler, and nothing is coming out? * Was there a recall on the medication?   + For manufacture recalls, refer to [Compass - Medication Recall and Replacement (057522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1db6182e-301d-4325-bca0-988f6b1df06f). * Are the tablets or capsules crushed or broken?”   + If so, refer to [Damaged Rx](#_Damaged_Rx).   **Reminder:** Before moving to the next step, verify that there is no other assistance within your capacity that the caller may need. Ensure that you have the medication name and prescription number and description of defect in medication. | |
| **3** | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0" \t "_blank) the call to [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad" \t "_blank) and introduce the call to the Clinical Representative providing complete details of the incident and the above information.      **Inform the Clinical Representative if member has taken the medication.** | |
|  | **If after hours and if the member…** | **Then…** |
|  | Has medication on hand from a previous order | Advise the member to call back during Clinical Care Service’s hours of operation to speak to a [Clinical Counseling Pharmacist (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
|  | Does not have any medication from a previous order and the member needs to administer a dose | Refer to [Compass - Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889). |
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| Controlled Substance Reships |

When a Reship is submitted, the system automatically routes any Controlled Substances to the **RCS – RESHIP CONTROLLED SUBSTANCES**queue for handling.

 Inform the member that a Controlled Substance Reship team member will be reaching out to them regarding the next steps.



Interim days supplies are not allowed for Controlled Substances.



 **Do not take additional steps, as in contacting the carrier or prescriber for a new prescription.**

**Exception:** If the order is in transit to the wrong address, warm transfer to the Senior Team for possible redirect.

* Pharmacy staff researches the request to determine if a reship is appropriate and reaches out to the prescriber for verification.
  + **For Damaged Rx’s:** Select **No** in the **Returnable** field. Do **not** destroy the medication. The Reship Team will be in contact about how to return or dispose of damaged **controlled** medication. Refer to the [Scenario Guide](#_Scenario_Guide) for further assistance.
  + **For LITs with confirmed deliveries:**
* A police report or a USPS postal inspector report is required, based on shipping carrier or client. The Reship Team will be in contact with the member on how to file the report.
  + **Shorted medication:** The pharmacy staff will be researching the control logs and will be in touch with the member on a Reship or possible credit.
    - If the necessary information is not received immediately (**Example:** Left message for prescriber), the prescription will be placed into the Future Fill queue.

* Prescription can be in future fill for up to 7 days.
  + If no response is received by the 7th day, the order returns to the new RCS reship queue and be RTP’d to the member with communication that the reship could not be processed.

**Note:** If order is controlled medication and tracking shows in “Pre-Shipment” or “In Transit” status, send a Support Task to reship 14-day supply.

A yellow arrow pointing to a black text

AI-generated content may be incorrect.

**Pre-Shipment Status**

A screen shot of a computer screen

AI-generated content may be incorrect.

**In Transit Status**

A screenshot of a computer

AI-generated content may be incorrect.

**Order Status screen showing Prescriber Contact – Reship Refills Needed conflict**

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| Scenario Guide |

Refer to the following scenarios as needed:

[If Damaged Rx or Rx Quantity Shorted is selected on a packaged medication](#_Toc204000178)

[If more than 1 (one) Reship reason applies to order](#_Toc204000179)

[Member has less than 5 (five) days of medication](#_Toc204000180)

[If Damaged Rx, Rx Quantity Shorted, or Missing Rx is selected](#_Toc204000181)

[If Missing Rx is selected](#_Toc204000182)

[Error Message or](#_Toc204000183)

[“System Error – Order cannot be unlocked. Contact Senior Team for Assistance.”](#_Toc204000184)

[If an LIT Support Task is needed before the 10-day waiting period and Order is Locked.](#_Toc204000185)

[Reship Support Task is needed for an Interim Supply or Remainder of Order](#_Toc204000186)

[Reship Support Task is needed for “other” reason](#_Toc204000187)

[Rx is out of refills and a new prescription would be required](#_Toc204000188)

[Order shows ”Delivered” but the caller states they never received the order](#_Toc204000189)

[The order was shipped to an incorrect address due to member error.](#Theorderwasshippedtoanincorrect)

[Member calls in and says that they found their delivery](#_Toc204000190)

[Reship is denied](#_Toc204000191)

[If Damaged Rx is Controlled Medication(s)](#_Toc204000192)

[Medication ships to Incorrect Person and caller reports they received a plan member's medication](#_Toc204000193)

[If a member reports that their order contains mixed or incorrect medication.](#Ifamemberreportsthattheir)

[Not Available/Not in Stock at Mail](#_Toc204000194)

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Action** | |
| If Damaged Rx or Rx Quantity Shorted is selected on a packaged medication | Orange banners display indicating that the **Quantity Damaged/Shorted** fields require entry for number of packages.  To confirm how many packages were supposed to be included in the order, click the **Rx #** hyperlink or the hyperlink in the orange banner to view the Rx Details screen and verify the number of packages sent to the member.  A screenshot of a computer  AI-generated content may be incorrect.  For packaged medication, Compass displays the number of units in the **Quantity Shipped** field. Units should **not** be entered in the **Quantity Damaged/Shorted** field. Only input the **number of packages** the member is **missing** from their order.  The **Dispensed Drug** section of the **Rx Details** tab, the **Quantity** field indicates the number of packages multiplied by (x) the number of units in each package.  A screenshot of a computer  AI-generated content may be incorrect. | |
| If more than 1 (one) Reship reason applies to order | If more than 1 (one) Reship reason applies to the order, only submit 1 Support Task. Please refer to [Compass - Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267).  **Example:** An order has 3 Rxs. Only 1 Rx arrives, and the quantity is shorted. The other 2 medications are missing completely from the package. Submit a Reship for reason Missing Rx and add the information regarding the medication received with quantity shortage in the Notes section. | |
| Member has less than 5 (five) days of medication | Compass offers alternatives, such as [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b),to retrieve the Rx at the local pharmacy. If Compass provides no alternatives, refer to CIF. If the CIF has no options, refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). | |
| If Damaged Rx, Rx Quantity Shorted, or Missing Rx is selected | When the order ship date is over 30 days but under 90 days, once the reship flow is completed, clicking the **Submit Support Task** button submits the reship.  A blue and white rectangles with words  AI-generated content may be incorrect. | |
| If Missing Rx is selected | Proceed as follows: | |
| **If…** | **Then…** |
| Only **one** Rx is in the order | A message displays: “Missing Rx cannot be selected if there is only 1 Rx in the order. If the member did not receive the Rx, select Lost in Transit.”  A white background with black text  AI-generated content may be incorrect. |
| **ALL** Rx’s in the order have Missing RX as the Reship Reason | A message displays: “Missing Rx’s cannot be selected for all Rx’s in an order. If all the Rx’s are missing, select Lost in Transit.”  A screenshot of a computer  AI-generated content may be incorrect. |
| A **partial reship** of the order has already been completed and agent is attempting to reship the remaining Rx’s in the order. | * A message displays, “Missing Rx cannot be selected for all Rxs in an order. If all the Rxs are missing, select Lost in Transit.” * A message displays for the previous reship: “A reship for this Rx has been requested for the following reason: <Previous Reship Reason>. Review the recent orders on the Mail Order History screen to get status and tracking information.”   A screenshot of a computer  AI-generated content may be incorrect. |
| Error Message or  “System Error – Order cannot be unlocked. Contact Senior Team for Assistance.” | If an order is locked, a message indicates the order is locked and advises agent to contact **Senior Team** for assistance. | |
| If an LIT Support Task is needed before the 10-day waiting period and Order is Locked. | The **Reship** tab will show an error message:  The order is locked so the system is unable to determine if any Rxs have already been shipped. Indicate below which Rxs still need to be reshipped.  A screenshot of a computer  AI-generated content may be incorrect.   * Select the medications that need a Reship, read any disclaimer on screen to member, select appropriate Address and Phone Number fields, then click **Submit Support Task**. * Once the Support Task has been created, Participant Services will then review the Support Task and initiate a Reship.   **Note:** Advise the member that the Turnaround Time is up to 2 business days. | |
| Reship Support Task is needed for an Interim Supply or Remainder of Order | Select the checkbox for Support Task Required. Note the tool tip.  Compass will show three options to proceed with submitting a Reship Support Task under **Reason for Support Task**:   1. Interim Supply Required – Comment will be added to the Support Task details, “Client allows for interim supply. Please send 14-day supply.” 2. Remainder of Order Needed – comment will be added to Support Task details, “Original order not received. Please send interim balance.” 3. Other   A screenshot of a computer  AI-generated content may be incorrect. | |
| Reship Support Task is needed for “other” reason | * Select the checkbox for Support Task Required and select **Other** as the reason for support task.   A screenshot of a computer  AI-generated content may be incorrect.   * After submitting the Support Task, click the **Case** tab.      * Access the recently submitted support task through the Member’s Recent Support Task panel:      * Notate the Support Task as appropriate for the scenario along with the reason for the reship:     **Note:** Refer to [Compass - Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267) as needed. | |
| **Scenario** | **Action** |
| CIF requires Reship Support task | Notate “Support Task Required Per CIF.” |
| Reship arrives damaged, LIT, or with Missing Rx | Notate with reason for the additional reship. |
| Rx is out of refills and a new prescription would be required | If there are no remaining refills on file, submit Reship Support Task.   * Click the box next to Support Task Required, then select **Out of Refills/New Rx on File** in the Reason for Support Task drop-down menu. * Click **Submit Support Task**.   **Notes:**   * If member has no more refills under this Rx number, but another Rx number for the same medication has fills on file, this selection can be used with no additional documentation needed after the Support Task is submitted. * If an identical medication is on file, it will be utilized for the Reship instead of sending a New Rx request to the prescriber. * If Drug details are not identical and the member no longer takes the medication as prescribed when the original shipment was sent: * Assist the member with getting their new prescription. (Check the CIF, look for appropriate options, such as a dosage change override.) * If Rx is labeled as "Discontinued/Internal Transfer Outbound” refer to Refer to [Reship Process for Prescription in “Discontinued/Internal Transfer Outbound”](https://thesource.cvshealth.com/nuxeo/nxfile/default/198405aa-d092-4060-ac65-7a6acff07c6b/ncf:generated_pdf/HD%20Compass%20-%20Returned%20Orders%20(New).docx.html?changeToken=6173-0&inline=true#_Toc171607370) section in [Compass - Returned Orders (068274)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=198405aa-d092-4060-ac65-7a6acff07c6b).     A screenshot of a computer  AI-generated content may be incorrect.  Relay the following information to the caller:   * If the prescription does not have refills remaining or not an identical Rx on file, a Doctor Phone Call (DPC) is initiated by the DPC department after the Reship is submitted to attempt to obtain a new prescription. Do not contact the prescriber’s office for a new Rx. * Notify the member to contact their doctor and advise that this request should be completed as soon as possible. Attempts are made to contact provider for 48 hours. If no contact is made, or no response is received back from provider, the request will be cancelled. * The Reship turnaround time will NOT start until we receive the response back from the prescriber. * The account is notated at the order level. However, if there are additional medications in the order, the remaining order will process. | |
| Order shows ”Delivered” but the caller states they never received the order | * Follow [Order Lost in Transit](#_Order_Lost_in) process.   Compass is intuitive and assists with this process. (Buttons change depending on the Reship Reason.) Once the reship flow is completed, clicking **Submit Support Task** will submit the reship.    **Turnaround time: Up to 2 business days**  **Note:** Within 30 days of submitting a Reship for an Order Lost in Transit, the member will receive a letter asking if the original order has been received. Refer to [Sample Reship Letter #2 (059675)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcfdaa9f-492e-4ba8-beb4-b4fa123641c9) as needed. | |
| The order was shipped to an incorrect address due to member error | 1. Reship is denied.   **b.  Review the CIF to determine if the PBO needed is allowed by the plan.** Ensure the correct PBO is used for the specific situation.  c. If allowed by plan, submit task for Early Refill at Mail Order. Refer to [Compass - Plan Benefit Override (PBO) and Early Refill at Mail Order (061702)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f90d2d18-98d1-4ba4-b8c1-9138922c065d)  d. If an Override not allowed by plan, or member has 5 days’ supply or less of medication, offer alternatives. Refer to [Compass - Member Low or Out of Medication (046109).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af) | |
| Member calls in and says that they found their delivery | Go to **Mail Order History** on the **Claims Landing** page and cancel the reship order. A reship order will be designated with the word ‘RESHIPS’ under the **Received Mode** column. Refer to [Compass – Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02).   * If unable to cancel the reship order, advise the member:   The order will be shipped shortly. We are unable to make any changes at this time. You will keep both orders, and one less refill will be on file. You will be charged the standard copay for the Reship order within 60 days of receiving it.  Advise the member that they may still receive the Reship Letters, but that no further action is needed from them.   * If a Reship Support Task has been submitted, but the Reship Order has not yet been created: * **Self-Submitted Support Task:** Navigate to Member’s Recent Cases panel, access the Self-Submitted Support and mark the status bar as cancelled. Refer to [Compass – Edit or Cancel a Self-Submitted Support Task (050032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ad65197-fe9e-4288-b5e3-23c771eff267). * **Support Task submitted by another CCR:** Contact Senior Team to have the Support Task cancelled. | |
| Reship is denied | If allowed by plan, submit task for Early Refill at Mail Order. Refer to [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f).  **Note:** Ensure the correct PBO is used for the specific situation and clear concise notes are enter in the override task.  If Override not allowed by plan, or member has 5 days’ supply or less of medication, offer alternatives. Refer to [Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9).  If denied for Rx status “Return to Sender”, refer to [Compass – Returned Orders (068274)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=198405aa-d092-4060-ac65-7a6acff07c6b). | |
| If Damaged Rx is Controlled Medication(s) | The **Returnable** field will default to **No** when the prescription is a controlled medication.   * Proceed to [Step 11](#DamagedRxStep11) in the Damaged Rx section.   A screenshot of a computer  AI-generated content may be incorrect. | |
| Medication ships to Incorrect Person and caller reports they received a plan member's medication | Apologize to the caller, and [Warm Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) them to the Clinical Department (**866-251-3591**). When processing the Reship, Clinical Care will fill out [HIPAA Radar form (027852)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1). | |
| If a member reports that their order contains mixed or incorrect medications | **If the member has received an order and reports that the medication is mixed or that incorrect medication has been dispensed**, refer to [Compass – Mixed Medication / Incorrect Medication Dispensed (065105)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6be243fa-1a1e-43bb-81d2-b28b3edcff17) | |
| Not Available/Not in Stock at Mail | For **Lost in Transit** reships, at the end of the validation flow for all medications included in the Reship, a pop up will display if any of the Rx(s) are Not in Stock or Not Available at Mail.     * **Not in Stock:** The Not in Stock pop up will have messaging that the “Pharmacy will contact the provider to obtain alternatives” and will force the submission of a Reship Support Task. Close the pop up and Click **Submit Support Task**. Once the task is submitted, the Support Task will automatically have notes generated into it: “Task contains Rx Not in Stock at Mail.”   + If any issues, the pharmacy would contact the caller as needed. * **Not Available at Mail:** The Not Available at Mail pop will have messaging that “A Reship Support Task will be submitted.” Close the pop up and Click **Submit Support Task**. Once the task is submitted, the Support Task will automatically have notes generated into it: “Task contains Rx Not available at Mail.”      * If any issues, the pharmacy would contact the caller as needed. * For **all OTHER** Reship types, if an Rx is Not in Stock or Not Available at Mail once that Rx is validated, a pop up will display.   + The Not in Stock pop will have messaging that the “Pharmacy will contact the provider to obtain alternatives” and will force the submission of a Reship Support Task. Close the pop up and click **Submit Support Task**. Once the task is submitted, the Support Task will automatically have notes generated into it: “Task contains Rx Not in Stock at Mail.”     - If any issues, the pharmacy would contact the caller as needed.   + The Not Available at Mail pop will have messaging “A Reship Support Task will be submitted.” Close the pop up. Once the task is submitted the Support Task will automatically have notes generated into it “Task contains Rx Not available at Mail.”     - Any issues the pharmacy would contact the caller as needed * For **All Reships types** for Not Available at Mail the following will be applicable:   + Compass will display below the Rx information “Drug is no longer available at mail.”   + Above the Cancel and Submit Support Task buttons, Compass will display “Because drug(s) are not available at mail, a Reship Support Task needs to be submitted.”   + If the status of the Rx is changed back to “No Reship Needed,” due to the medication not being able to be dispensed at mail, Compass would no longer require the submission of the Support Task. * For **All Reship types** for Not in Stock the following will be applicable:   + Compass will display below the Rx information “Drug is not in stock at mail – pharmacy will contact provider to obtain alternative.”   + If Compass cannot determine whether the Rx(s) are eligible for reship are Not Available at Mail or Not in Stock, Compass will force the submission of a Reship Support Task.   + Above the Cancel and Submit Support Task buttons, Compass will display “Mail Availability cannot be determined for one or more drugs, so a Reship Support Task needs to be submitted.   + Any issues after the Reship support task is submitted; the pharmacy would contact the caller as needed. | |

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| Reship Letters for Lost in Transit |

There are three letters a member may receive related to their Lost in Transit order reshipment.

1. [Reship Letter #1 Enclosed with Reship Order (004756)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7116802a-c242-4a63-b40d-624c3e8553ca): This letter is sent with the reship order, informing the member that the replacement order is enclosed. It is for information purposes only.

2.  [Reship Letter #2 Sign and Return if Original Order Not Received (059675)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dcfdaa9f-492e-4ba8-beb4-b4fa123641c9): This is a follow-up letter that is sent to the member 30 days after the Reship was processed. It includes instructions for the member to sign and return the letter by the specified date if they have NOT received the original order. If signed and returned, the member will be credited the copay, and the refill used will be restored. If the original order WAS received, no further action is required. The member will be charged the copay for both shipments.

**Notes:**

If the member never returns the Reship Letter, this indicates to Caremark that they did indeed receive the original order and the Reship. In this case, they will be charged the applicable copay for both orders.

Member may disregard letters if the order was received. Only return signed letters for orders not received.

CCRs can confirm that the Reship letter was received by Caremark by checking the Order Level Comments on the Reship order.

The member may also receive an automated call reminding them to sign and return the reship letter if the original order was not received. If a member asks about the automated call, and they have not received the letter, educate them that they will receive another letter in about one month. If they have not received the original order by one month, they can sign and return the new letter.

3.  [Reship Letter #3 Charged Copay for Replacement Order (025560)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8287a7be-5263-4961-bad6-5575d3b24f8b): This is a follow-up letter that is sent if member did **not** sign and return the second letter. This letter informs the member that they have been charged the copay for the replacement order. This letter is sent to the member 60 days after the Reship was processed.

**Notes:**

The Charge displays on the account approximately 60 days after the original order was shipped.

If the member receives the third letter informing them of the copay charge, but the member states they never received the second letter OR they already signed and returned it.

Member will send a letter to the San Antonio pharmacy.

Attn: Participant Services.

<PBM Name> San Antonio pharmacy

PO Box 659456

San Antonio, TX 78265

Include the following in the letter:

Member ID

Member Name

Original Order number

Statement that the original order was never received

Member signature and date

Return address for the reship letter to be sent to (Member’s address)

**Note:** Once a Reship Letter is received by Participant Services, the member’s account will be credited within 3 business days.

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| Related Documents |

[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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