# Compass - Return Order Request (Formerly Refund Copay Credit/Mail Tag Request)

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**Description:**Instructions for when a member requests to return an order or medication received through Mail Order are included. The process is a Return, but the member will receive a mail return label and/or shipping materials.

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| Reminders |

**Note:** Shipping materials are only received if the member requests the return label through USPS.

 The Returns process will only apply to an **Interaction** case. (The **Return** option will be disabled for a Research case.)

 Prior to proceeding with a Return or Copay Credit, review the CIF for alternative options.

**Note:** Compass is an intuitive system. Use Compass as a guide for action.

* If the CIF does not specify Returns are not allowed, follow Compass to determine if a Return is appropriate.
* Follow Compass to determine if you can submit a request for a Mail Tag.

**Note:** You may be guided to contact the Senior Team/Clinical Counseling to further assist.

 Mail Tag can only be requested within 90-days of the ship date.

 **Do not commit to issuing a Copay Credit or Mail Tag.** Assure the caller you will do everything you can to resolve the issue, then follow Compass instructions. Copay Credits and Mail Tags are provided at discretion and determined on a case-by-case basis. Refer to [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) for assistance as directed.

 Once the medication is received back to the mail order pharmacy, the member’s account balance will be credited. Until then, all future fill order costs will be included in the overall balance of the member’s account. Offer alternatives: [Compass - Maintenance Choice (MChoice) Rx Transfer (56032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4)

**Notes:**

* Mail Tags (aka return labels) are usually sent via email Turn Around Time (TAT) up to (3) three business days but may also be sent via mail (TAT up to 15 calendar days).
* $0 Copay medications are not eligible for Mail Tags, except in cases of PBM (Pharmacy Benefits Management) error. Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance.
* Credits or Mail Tags will not be issued if the member is going to use the medication. The following exceptions apply:
  + Copay too high: Refer to [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7).
  + Member received both a 30 and a 90 Day Supply. Contact Clinical Care Services.
* If the member is issued a credit, the refund will display on the Member’s account within five (5) business days **after** the prescription return is received by CVS Caremark. After that time, the member may use that credit toward future orders or request a refund. If the medication is to be returned, the member’s account balance will be credited once the medication is received back to the Mail Order Pharmacy.
* We issue approved refunds within (3) three business days. The Financial Institution (**Examples:** Bank, HSA, etc.) will release the funds back into member’s account according to their guidelines. Due to the Financial Institutions internal processing times, members may see a delay in the refund.
* The prescription label must be returned with the medication.
* The medication must be returned with the return label provided. If a member sends back a medication without an approved return label, they will not be reimbursed.

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| Possible Return Request Reasons (Allowed) |

Review the table below for allowed Return Request Reasons:

* If the Request Reason is allowed, refer to the [Member Requests to Return Order/Prescription](#_Member_Requests_to) section.
* If the Request Reason is **not** allowed, refer to the [Return Reasons Not Allowed](#_Return_Reasons_Not) section.
* All other scenarios not covered in this document, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance.

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| **Compass Return Request Reasons** | **Examples/Additional Information** |
| PBM Error | * Our PBM Error - Member alleges they received an order they were told was cancelled. * Order created in error by pharmacy/ROCC.   **Examples:**   * + Prior PBM Rx refill not initiated by member.   + IVR Import - Member states they received an automated call but did not elect to refill the prescription, or they hung up. * Missed Stop See Comments to cancel order (verify that Stop See/Comment was placed before Ship Date). * Missed Stop See Comments to contact member before filling.     **Excluded:** Any orders initiated by the member (sent by Mail or ordered through IVR, Web, CCR). |
| Clinical Error | * Rx translated in error – wrong drug, strength, dosage, day supply. * Patient profile indicates allergy to specific medication/manufacturer. * Member received Auto Refill or Renewal order (Auto-Refill, Auto-Renewal) but wasn’t expecting it because they are no longer taking the medication **AND** there was an error by our PBM.   + The Member only qualifies for a return of medications filled through the Auto Refill Program if they have made a previous contact with us advising to have the prescription removed from program. * Orders placed in error by the member (IVR, Web, CCR, mail-in Rx) do not qualify for a Mail Tag or Copay Credit, unless the prescription or order was filled incorrectly. * $0 Copay medications are not eligible for Mail Tags, except in cases of PBM error. |
| Doctor Error | * Member received first fill of a new/renewal prescription, but it was written by the prescriber with the incorrect: Drug, Strength, Dosage Form (tablet vs capsule), Directions. * Member has never taken the medication before and states Prescriber sent in Rx without member’s knowledge (only applies to fax, eRx, eFax, or called in). * Member no longer takes medication, but Prescriber still sent in the Rx (only applies to fax, eRx, eFax, or called in).   **The following are Excluded from this process:**   * Day supply issues (unless Rx was translated incorrectly). * Any orders initiated by the Member (sent by Mail or ordered through IVR, Web, CCR). |
| Medication Shipped to Wrong Person/Address | For literature that was shipped to the wrong person, refer to [HIPAA (Health Insurance Portability and Accountability Act) - Disclosure Reporting and Complaints (027852).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1) |
| Member Deceased | * E-tag not available for these requests. * Return package will be received within 10-15 calendar days. * Place any open orders on hold. * Turn off all messaging preferences. * Disenroll any medications from Auto-Refill/Auto-Renewal. * Place a **Mail Alert** that member is deceased.   + Under **Category** select “Do Not Mail Prescription”   + Under **Subcategory** select “Member is deceased”   + Under **Expiration Date**select 10 days from current date |
| Copay Too High | Refer to [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7). |

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| Member Requests to Return Order/Prescription |

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, navigate to the Mail Order History tab, locate the order, then review the Order Details. Refer to [Compass - Mail Order Payment History Screen (053927)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2). | |
| **2** | Click the **Order number** to review the order and determine the Order and Rx Status.   * **Shipped/Delivered/Delayed/Return RBP:**Continue to the next step. * **Ready Label:** Refer to [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) * **Any other status:** 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)   **Note:** A red error message will display if attempting a return on an order that has not yet shipped.  **Tip:** The Order and Rx Status is retrieved from the Order Details screen. Click on the member’s name to expand the order. Refer to [Compass - Mail Order Payment History Screen (053927)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2). | |
| **3** | Check the box next to the prescription the Mail Tag is being requested for.  A close-up of a white box  AI-generated content may be incorrect. | |
| **4** | Click the dropdown arrow from the **Rx Actions Menu** to display additional actions available, then select **Return**.  **Note:** A Mail Tag can only be requested within 90 days of the ship date. A red error message displays if requesting a return more than 90 days from the ship date.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Return window displays.  **Note:** Compass will disable the E-Tag option for controlled substances and a Support Task must be submitted. Verify the correct addess is on file for the Mail Tag and advise the member to allow up to 15 calendar days for the return label to be received.    **From Order Details Screen**    **From Support Task Screen** | |
| **5** | * Review the CIF to verify if there are any client specific requirements or restrictions on Copay Credits or Mail Tags.   + If CIF does not mention mail tag, then client allows mail tag and select **Yes**. * Then from the Return window, select **Yes** or **No** to answer: Does the CIF indicate that client allows returns?   **Note:** The word **CIF** is a clickable link that moves to the CIF to determine if Mail Tags are allowed.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **If…** | **Then…** |
| Yes | Select **Yes** and continue to the next step. |
| No | * Select **No**. Returns not allowed for this member. * Reach out to the Senior Team to determine the next steps. * Click **Close** to return to the Order Details screen. |
| **6** | Determine the Reason for the Return, then use Compass as a guide for your next steps.   * If the Request Reason is **not** allowed, refer to the [Return Reasons Not Allowed](#_Parent_SOP) section below for next steps. * For all other scenarios not covered in this document or Compass, contact the [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7).   **Notes:**   * Click **Cancel** to return to the Order Details screen. * Any prescription from the order that cannot be returned due to prescription status will show as not eligible for return, the reason not eligible, and will not be carried over into any Support Task. * You are submitting a support task to the appropriate offline team for processing. No Mail Tag is sent to the member. * TAT for Mail Tags:   + Sent via email – up to 3 business days   + Sent via mail – up to 15 calendar days   To check to see if Mail Tag was approved:  1. Locate the order.  2. View account comments to see if Mail tag was approved. | |

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| Return Reasons Not Allowed |

Refer to the table below:

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| **Reason for Return** | **Action** |
| Notice Received Regarding Safe Disposal | Inform the Member that safe disposal information is available on the [FDA’s website](https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines).  If the Member requests a mailer/bag to return the medication, warm transfer the call to [Clinical Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| Damaged Medication | Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b). |
| Member Expected Prescription to be Filled at Retail | This may occur if the prescriber Phone/Faxes/eRX a prescription into our mail service pharmacy instead of the retail pharmacy.  We will not issue a Copay Credit or Mail Tag if the member is going to continue using the medication. Inform the member that they should keep the medication and continue their therapy. Advise the member to request a new retail Rx from their prescriber or have their preferred Retail pharmacy reach out to us for a [prescription transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484).  If the reason was because Member wanted to use a manufacturer coupon at retail, direct them to contact the manufacturer to see if paper claim reimbursement is possible. |
| Member Received a 30- and 90-Day Supply | **Note:**Applies to mail order only, not Retail POS.  This occurs if the 30-day and 90-day prescriptions were both received by our PBM within a 7-day period. The prescriptions must be a therapeutic duplicate (**Example:** same drug name, dosage etc.) except for day supply.  Transfer the call to [Clinical Care Services (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) Clinical Counseling. |
| Labels on Prescriptions were Switched | Refer to [Alleged Switched Labels on Medication (004740)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5b036eb-8c22-41ff-8072-db617951abcd) |
| Member has Two Active Accounts and Prescriptions were Filled Under the Incorrect Account | Refer to [Compass - Copay Mail Order Reverse and Reprocess Claim (058123)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf4c270a-9562-4abf-9cea-dd6ee5f1293c) to request a Reverse & Reprocess. |
| Medication Recall | Refer to [Compass - Medication Recall and Replacement (057522)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1db6182e-301d-4325-bca0-988f6b1df06f). |
| Expired Medication | Refer to [Discard Date/Expiration Date Inquiry (004582)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd8f17fd-3045-4599-9d41-8545884bf5fa). |

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| Frequently Asked Questions and Answers for Electronic Mail Tags |

Refer to the table below:

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| **#** | **Question** | **Answer** |
| **1** | **What should I do if I did not receive the E-Tag email?** | The E-Tag email may have been directed to your spam folder. The Mail Tag will not be sent from CVS Caremark but rather [DONOTREPLY@USPSreturns.com](mailto:DONOTREPLY@USPSreturns.com) merchant returns.   * If the Member has checked their email/spam mailbox and has not received the Electronic Mail Tag (E-Tag) email after three (3) business days, **resolve all questions, issues, and concerns prior to**[warm transferring (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) caller to the [Senior Team (57524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). |
| **2** | **How does the E-Tag work?** | Print the shipping label from the email, attach it to the package. Then, place it in the nearest mailbox, drop it off at the nearest post office, or arrange a pickup with your local post office if available. Once the medication is received back in the Mail Order pharmacy, the Member’s account balance will be credited within five (5) business days. |
| **3** | **Can I request a Mail Tag to be sent via mail rather than electronically?** | Yes, however it can take up to 15 calendar days for it to be mailed to you. |

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| Mail Tag Package Samples |

**Notes:**

* Members **must** return the medications in their original bottles with the prescription labels attached.
* If the medication will not fit in the envelope provided, Members may use their own box and attach the Merchandise Return Label to the box.

**Exception:** Controlled Substance medications **must** be returned in the bags provided by Stericycle. Members **cannot** use their own packaging for these returns.

Package samples:

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| **Item** | **Image** |
| **Merchandise Return Kit - Receiving Envelope**  **Note:** Only Mail Tags sent in an order will come in this envelope. If the Mail Tag is sent via a task in Resolution Manager, they will not be sent in this kit envelope | A white envelope with black text  AI-generated content may be incorrect. |
| **Merchandise Return Kit - Mailing Envelope** | A folded white paper  AI-generated content may be incorrect. |
| **Merchandise Return Label** |  |
| **Merchandise Return Letter** |  |
| **Stericycle Return label/Bag for Control Substances**  **Reminder:** Controlled Substance medications **must** be returned in the bags provided by Stericycle. Members **cannot** use their own packaging for these returns. | A close-up of a white envelope  AI-generated content may be incorrect. |
| **Control Substance Merchandise Return Letter** |  |
| **E-Tag** |  |

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (17428)](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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