**Compass - Copay Mail Order Reverse and Reprocess Claim**

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**Description:** The process for when a Claim Reversal and Reprocess is required.

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| Reminders |

 This work instruction applies to mail order claims **only.** For information on reversing retail pharmacy claims, please refer to [[Compass - Reverse Transmission CCR Process (050134)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05e19ecb-3da9-435d-945e-c1a7b3587706)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05e19ecb-3da9-435d-945e-c1a7b3587706).

**Commercial Claims Only:**

* This work instruction **does not apply** to Medicare Part D claims. To request a Med D claim be reversed and reprocessed, refer to [Compass MED D - Claim Adjustment and Refund Requests (061751)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=590a1fcb-8ac2-4013-92fd-210b297785ab).

This work instruction **does not apply to Aetna** claims. Refer to [Aetna Compass - Copay Mail Order Reverse and Reprocess Claim (064312)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e4c82de6-da48-4970-9e6f-417a55fc8b05).

Reverse and Reprocess can be requested for the following situations:

* Diabetic Bundling incorrectly translated.
* Co-pays were charged incorrectly but Rx was processed to the correct ID number.
* Override issues (PA was not on file at the time).
* System error occurred while translating, creating a billing issue.
* Paid Deductibles had not yet updated in system at time claim was processed.
* Available HRA funds did not apply at the time the claim was processed.
* Dual Eligibility – Member has more than one active account with the PBM.
* RGM received partial quantity.
* Reprocess claim under new plan.
  + COB - When the primary was not used and/or our PBM (Pharmacy Benefit Manager) is the secondary (Does not include MED D or Aetna.)
  + We process a claim under one account when the other is desired. This can result in a higher copay or non-coverage of a medication.

**Exception:** When the member was previously using our PBM (Pharmacy Benefit Manager) and now they need their claims reversed and reprocessed to their SilverScript plan, call the [Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7) for assistance.

* Third Party Adjudicated Accounts **can** be Reversed and Reprocessed by the PBM.
* Claims cannot be reversed from a primary account and processed on a secondary account if the secondary account is labeled as secondary by Compass.  (Check Eligibility Button and CIF).
* Reverse and Reprocess tasks must be entered under the ID number for which the claim was processed incorrectly.
* The plan where the claim was incorrectly processed does **not** need to be active; however, the plan did have to be active at the time that the claim was processed.
* Reverse and Reprocess cannot be done if the prescription is expired.
* Reverse and Reprocess can only be performed for the same quantity and day’s supply. If the quantity and day’s supply have changed for any reason, a Reverse and Reprocess cannot be done.
* Cannot reverse and reprocess a claim that has not actually been mailed out and received by the member. This does not apply to orders in processing.

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| Time Limits for Reversal and Reprocess |

Before a Reverse and Reprocess can be implemented, validate that the claim in question falls within the reverse and reprocess time limits.

A Reverse and Reprocess must be requested within **90 days** of initial adjudication, except for the State of New York, which is **120 days**. If an account is termed, we can still reverse the claims. We can only add the claims to an active line of coverage.

**Note:** If the prescription is expired, a Reverse & Reprocess cannot be done.

Refer to the table below:

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| **If request is…** | **Then…** |
| Within time frame | Proceed with the processes outlined below. |
| After time frame has passed | Advise the member that the time frame for making such a request has passed and that the request will be denied.   * If member objects, follow normal escalation procedures. |

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| Reversing and Reprocessing a Claim |

 Third Party Adjudicated Accounts **can** be Reversed and Reprocessed by the PBM.



**Reminder:** All requests for a**Reverse and Reprocess must**fall within the allocated time limits. Refer to the[Time Limits for Reversal and Reprocess](#WI)section of this document before performing the following steps:

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | Ensure that the request for a Reverse and Reprocess is being submitted under the account where the order is located.  **Note:** Run a test claim to ensure coverage of the prescription(s). | | |
| **2** | From the Claims Landing Page,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.  **Note:** You can click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order. | | |
| **4** | Click the **Order Number** hyperlink once you have located the appropriate order.  **Result:** The Order Details screen displays.      **Notes:**   * Compass is intuitive and will guide the agent. * If there is more than one prescription that needs to be Reversed and Reprocessed, obtain this information for each individual prescription. * Within the task, numerous fields may or may not need to be populated depending on the situation. * [Scenario Guide](#_Scenario_Guide) below will assist in determining when to populate each field on the Reverse and Reprocess task. | | |
| **5** | Select the prescription(s) in question, then from the **Rx Actions** drop down menu, select **Reverse and Reprocess**.    **Notes:**   * If the Order does not have a ship date in the last **90 days (New York 120 days)**,an error message will display with a reason the Support Task **cannot** be submitted. * Once the Prescription(s) are selected, the **Reverse and Reprocess** button is enabled. (If status is not shipped, option will be disabled.) * If the Order Status is in **Pending Carrier Pickup** or **Delivered**: Contact the Senior Team for assistance. Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) as needed.   **Result:** TheNew Support Task screen displays. | | |
| **6** | Complete the required fields, including the **Reverse and Reprocess Detail**, **Rx Detail**, and **Notes** sections, then click **Save**.  **Notes:**   * For assistance, refer to the [Scenario Guide](#_Scenario_Guide). * When successful, a message displays “Support Task ST- XXXXX was created”.” * Click **Cancel** to exit the Support Task.   **Example:**   * Type: Reverse and Reprocess * Reverse and Reprocess Detail: Reason for Reverse and Reprocess; Diabetic bundling incorrectly translated. * Reprocess under \_\_\_\_\_\_. * Rx Detail: Drug Names - Rx# 123456789 – Lexapro 5MG TAB - 3/30/2023 | | |
| **7** | Advise the member of the appropriate **Turn Around Time**. | | |
| **8** | Document and close the call using the appropriate Consultative Call Flow verbiage according to current policies and procedures. | | |
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| Scenario Guide |

Refer to the following scenarios as needed:

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| **Scenario** | **Action** |
| Reprocess under Different External ID | Review and enter information **only** for those fields that are different between the two accounts.    **Note:** Not all items will be necessary.    **Example:**   * Both husband and wife work for ATT. * Both are effective under each other’s account. * **Group**number will be the same, but the **External ID**may be different. |
| Reprocess under Different Client/Carrier |
| Reprocess under Different Plan/Account |
| Reprocess under Different Group |
| Reprocess under Different Person Code |
| Manufacturer Copay Assistance Cards | Refer to [Compass - Manufacturer Copay Assistance Cards (063965)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8eb849ae-eaa3-4d01-bbf8-195b9cd4bdbf). |
| Notes | Alwayscomplete this field with the specific reason why the member is requesting a **Reverse and Reprocess**.  **Note:** If the member wants to have the money refunded back to their payment method, add this note in the task. |

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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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