**Compass - Split Order**

[Process](#_Toc149656295)

[Resolution Time](#_Toc149656296)

[Related Documents](#_Toc149656297)

**Description:** Process used to split an order that has two or more prescriptions in process but is delayed due to concerns with one or more prescriptions.

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| Process |

**Note:** A member’s order will be split **if** for multiple prescriptions **and** in-house five days or longer. Courtesy calls are made on the 6th day.

 Controlled Substance Schedule II (C2) medications are not automatically split after five days but can be split at the member’s request.

Follow the steps below:

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| **Step** | **Action** | | |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab to locate the order in question. | | |
| **2** | Click the chevron arrow to the left of the order number to expand a preview of the order and determine if the order has been split. This will be displayed as **Moved** under the Status column. | | |
| **If …** | **Then…** | |
| Moved | I show that your recent order contained more than one medication. <Medication name> cannot be obtained in a timely manner. To avoid an extended wait time for you, we have processed and shipped your other medication(s) and will ship the <medication name> as soon as the processing is complete. Is there anything else that I can assist you with today? | |
| Not Moved | Proceed to the next step. | |
| **3** | Click the **Order Number** hyperlink:   1. Click the Member chevron arrow to expand the order and determine order status of the prescriptions. 2. Click the Conflicts chevron arrow for each Rx in the order to review conflict messaging that might indicate a delay in order processing.   **Example:** Backorder Medication, DPC, Prior Authorization, or Clinical Interventions. | | |
| **4** | At the top of the **Order Details** page, view the order **Received Date** field to determine how many days the order has been in process and verify how much medication the member has on hand.  **Note:** Orders with new prescriptions in a split order utilize the following guidelines:   * Rx(s) eligible to fill within 0-2 days: Order is put on hold until all remaining Rx(s) can be filled. * Rx(s) eligible to fill within 3-90 days: Order is split and the Rx(s) not yet eligible will be held and sent separately when they are ready to process. | | |
| **If order has been processing for…** | | **Then…** |
| MORE than five calendar days AND member has MORE than five days’ supply on hand | | Proceed to the next step. |
| MORE than five calendar days AND member has FEWER than five days’ supply on hand | | Proceed to next step and explore options for obtaining a local supply at a retail pharmacy. Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). |
| FEWER than five calendar days  (Regardless of supply of medication on hand) | | Advise the member the order is in process and inform them of any potential issues.  **Examples:**   * If Prior Authorization in process, check the status of the PA and advise accordingly, such as a form has been faxed to their prescriber’s office. * If manufacturer back order, the member may want to speak to their prescriber about prescribing an alternative. Also, explore options for obtaining a local supply at a retail pharmacy. |
| **5** | Confirm the **Current Shipping Address**, **Shipping Method**, **Cost**, and **Current Payment Method.**    **Notes:**   * Changing the Shipping Address, Shipping Method, Cost, or Current Payment method at this stage will make changes to the full order. To make changes to the split order, proceed to the next step. * To change the **Current Shipping Address** use the drop-down menu in the **New Shipping Address** field. Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906). * The tool tip next to **Total Cost** displays the following message: “Total Cost includes only the amount of this order. Check Mail Order Payment History for any Previous Balance that may have been paid when order was placed.” * To change the **Current Payment Method** use the drop-down menu in the **New Payment Method** field. Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | | |
| **6** | In the Order Details screen, under the **Member Name** chevron, click the appropriate checkbox for the **prescription(s)** the member would like to ship now. | | |
| **7** | From the **Order Actions** drop-down menu, select **Split**.    **Result:** **Split Order Support Task** populates with the member’s information. | | |
| **8** | Complete all required fields on the Support Task.   * Advise the member of the **Turn Around Time**. * In the **Notes** section indicate the **Reason** for the order to be split and the **Day Supply of Medication** the member has on hand. Include **any fees** the member has agreed to pay for expedited shipping. * Click **Save**.   **Results**:   * The following banner displays at the top:  Support Task “Support Task-<number>” was created. * A new Support Task tab displays with Support Task number in the top-left corner. * Participant Services manually splits the order and expedites.   **Note:** Make sure the member is set up for [Messaging Platform Preferences (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6). A notification will be sent to the member when the mail service order is in process. | | |

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| Resolution Time |

Up to Three (3) business days

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| Related Documents |

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

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

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