# Compass - eFax or ePrescriptions (eRx, Escript)

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**Description:** Scenarios on how to handle inquiries related to electronic prescriptions (ERX) submitted via the **e-Fax** or **e-Prescriptions** systems. It includes both Provider-specific information as well as Member issues that may arise from prescriptions inadvertently sent to the wrong account for Compass.

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| Reminders |

In addition to standard fax machine, verbal (phoned-in), and mailed-in paper prescriptions, Providers also have the option to submit prescriptions from their computer as **e-Fax** or **e-Prescriptions**. Within Compass, both e-Fax and e-Prescriptions appear as “**ERX**” under the “Received Mode” column in the **Mail Order History** tab.

When sending prescriptions via the e-Prescription database, Providers must select the correct entry for CVS Caremark, which will also include a physical mailing address. To ensure the Provider is choosing correctly, see “Scenarios” below.

**SureScripts** (formerly known as RxHub) is the only approved gateway for e-Prescriptions sent to CVS Caremark mail service. Providers must be registered through a partnering vendor that is certified by SureScripts. The Provider can obtain a list of certified vendors and software systems at www.surescripts.com

* CVS Caremark has a relationship with **Allscripts** to offer Providers access to an e-prescribing tool at no cost. See [Wishes to get started with electronic prescriptions](#Wishestogetstarted) below.

In the event that the electronic submission fails, the provider can send an **e-Fax** as a backup method. An e-Fax is a prescription drug order that is communicated directly from a Provider’s computer or PDA to a pharmacy’s fax machine by electronic transmission.

Electronic prescriptions for non-controlled substances are legal prescriptions and are functionally the same as traditional written prescriptions.

The DEA requires pharmacies to complete a complex approval process before they are allowed to receive electronic prescriptions for controlled substances. For additional information about electronically prescribing C2-C5 controlled medications, refer to [Compass - Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00).

**Keywords:** Prescribing, prescribe, prescription, ERX, electronic.

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| Scenarios |

Providers can write prescriptions for themselves and immediate family members. EPCS compliant Rx(s) would still use the appropriate e-Prescriptions or e-Fax address.

Refer to the table below:

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| **If the provider…** | **Then…** | |
| Is using **e-Prescriptions** (computer to computer), and questions where to send the prescription for **Mail Order** | For e-Prescriptions **only**, Providers should select:  CVS Caremark **MAILORDER** Pharmacy One Great Valley Blvd  Wilkes-Barre, PA 18706  Phone: (877) 864-7744  Fax: (800) 378-0323  Pharmacy NPI 1326029232 or NCPDP#: 0322038  **Note:** If the provider’s office is unable to locate within their software the CVS Caremark listings shown in this document:   * Provide the information to them verbally so that the current prescription can be submitted. * For future prescriptions, advise them to contact their software vendor support for assistance with finding the correct listing within the SureScripts directory. * The phone and fax numbers are the same for **e-Faxes and e-Prescriptions**, but the NABP/ NCPDP numbers are different. | |
| Is using **e-Prescriptions** (computer to computer), and questions where to send the prescription for **Specialty** medications | For e-Prescriptions **only**, Providers should select:  CVS Caremark **Specialty** Pharmacy  800 Biermann Court Suite B Mount Prospect, IL 60056  Phone: (800) 237-2767  Fax: (877) 408-9743  Pharmacy NABP or NCPDP#: 1466033  **Note:** If the provider’s office is unable to locate within their software the CVS Caremark listings shown in this document:   * Provide the information to them verbally so that the current prescription can be submitted. * For future prescriptions, advise them to contact their software vendor support for assistance with finding the correct listing within the SureScripts directory. * The phone and fax numbers are the same for **e-Faxes and e-Prescriptions**, but the NABP/ NCPDP numbers are different. | |
| Is using **eFax** (computer to fax), and questions where to send the prescription | For **e-Fax only**, Providers should select:  CVS Caremark **Mail Order FAX** Only 7034 Alamo Downs Parkway San Antonio, TX 78238  Phone: (877) 864-7744  Fax: (800) 378-0323  Pharmacy NABP or NCPDP#: 4583034  **Notes:**   * The phone and fax numbers are the same for **e-Faxes and e-Prescriptions**, but the NABP/ NCPDP numbers are different. * If the provider’s office is unable to locate within their software the CVS Caremark listings shown in this document: * Provide the information to them verbally so that the current prescription can be submitted. * For future prescriptions, advise them to contact their software vendor support for assistance with finding the correct listing within the SureScripts directory. | |
| Has submitted a new prescription via **e-Fax/ e-Prescriptions** and wants to check on the order status and the prescription is a mail order prescription | Check the member’s account in Compass.   * If Rx is visible, provide information to provider. * If Rx is not visible verify the following: * Where the prescription was sent or Pharmacy selected by the provider, provider should use one of the two locations listed (Wilkes-Barre or San Antonio). * Date of transmission:   + If less than 48 hours ago, advise that it can take up to 48 hours from time of transmission for the Rx to be visible in our system.   + If more than 48 hours ago and pharmacy selection was correct, [warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) to the **Provider Help Desk** at **1-866-443-9166.**   **Note:**  The Provider Help Desk is for Providers **only** and can assist provider's offices with issues related to e-Faxes and e-Prescriptions. They are **not** able to assist with member or pharmacy issues.  Do **NOT** transfer any members or pharmacies to this line. | |
| Has submitted a new prescription via **e-Fax/e-Prescription**s and wants to check on the order status and the prescription is a Specialty prescription | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the caller to Specialty Customer Care at **1-800-237-2767.**  Let me get you over to our Specialty pharmacy, who will check on the order status of the prescription for you and provide further assistance. | |
| Calling to **verbally** prescribe a new **Mail Order** medication | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to the FastStart Team at **1-800-378-5697**.  Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) for instructions on handling New Prescription calls. | |
| Calling to **verbally** prescribe a new **Specialty** medication | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the caller to Specialty Customer Care at **1-800-237-2767**.    Let me get you over to our Specialty pharmacy, who will obtain the new prescription request from you and provide further assistance. | |
| Needs to **cancel** a submitted **Mail Order** prescription | Check Compass. | |
| **If…** | **Then…** |
| Order is in process | Refer to [Compass - Cancel or Remove a Prescription (Rx) from an Order 056363](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02). |
| Order is not yet showing in Compass | Place an alert. Refer to [Compass - Viewing, Adding, and Editing Alerts 054194](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18). |
| Needs to **cancel** a submitted **Specialty** prescription | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the caller to Specialty Customer Care at **1-800-237-2767**.  Let me get you over to our Specialty pharmacy, who will provide further assistance on your request to cancel the prescription. | |
| Is having technical difficulties with the **e-Fax/ e-Prescribing** software | Advise the provider that they need to contact their **e-Fax/e-Prescribing** Tool vendor for technical support. | |
| Wishes to get started with electronic prescriptions | Advise them that:  CVS Caremark has a relationship with **Allscripts** to offer Providers access to an e-prescribing tool at no cost. Please visit [www.allscripts.com](http://www.allscripts.com/) to register for the Allscripts system through CVS Caremark.  Of course, you can use any e-prescribing or electronic medical record that is Surescripts certified to send prescriptions electronically to CVS Caremark retail and mail pharmacies. For more information, please visit [www.surescripts.com](http://www.surescripts.com/). | |
| Has questions about the retirement of **iScribe** and transition to **Allscripts** | Advise them that:  CVS Caremark has a relationship with Allscripts to support former iScribe users.  Allscripts has set up a custom website to address provider questions at [www.allscripts.com](http://www.allscripts.com/).  You may also contact Allscripts by calling **1-877-331-1005** or by emailing [eprescribesupport@allscripts.com](mailto:eprescribesupport@allscripts.com). | |
| Has any other questions about **e-Fax/ e-Prescriptions**, other than these issues above | [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to the **Provider Help Desk** at **1-866-443-9166**.    **Note:**  The Provider Help Desk is for Providers **only** and can assist providers’ offices with issues related to e-Faxes and e-Prescriptions. They are **not** able to assist with member or pharmacy issues.  Do **NOT** transfer any members or pharmacies to this line. | |

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| ERX Attached to Wrong Profile |

When Members have more than one active Compass profile, an ERX may get attached to the wrong Member account. This is because the phone number on the Member profile does not match the one on the prescription submitted.

The ERX prescription system validates Member information by Last Name, First Name, Date Of Birth, Gender, and ZIP. After matching the criteria on an active Commercial account, the next determining factor is the phone number. If that matches what is on the Rx, the system identifies this as the correct profile.

 It is extremely important for CCRs to confirm Member phone numbers and communication preferences.

Any phone number record changes submitted by the Employer, or the Client/Plan take precedence. It is the member’s responsibility to ensure that their contact information is current with all parties.

When this scenario is encountered, research the issue thoroughly and use best judgement to determine if the following steps may correct the situation:

* Review and update as appropriate all [phone numbers (053256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c37d4289-63b2-4732-a35c-c411cc26a29c) and [communication preferences (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6) in Compass.
* Transfer prescription to the correct profile using procedures for a [Carrier-to-Carrier/Open Rx Transfer (057128)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6763e5a4-e98e-47f0-8738-c79178ab685b).
* Create a [Reverse and Reprocess Claim Task (058123)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf4c270a-9562-4abf-9cea-dd6ee5f1293c) or educate Member on submitting a [Paper Claim (058275)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ef66046d-494d-4892-9e2a-5bc437966f95) to the correct carrier for reimbursement.
* Determine whether adding a permanent [Alert (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) on one or both profiles is necessary to prevent future occurrences.
* Additional assistance may be required from Clinical Care, or from the Senior Team.
* **Always** notate both profiles with detailed [Call Documentation (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) notes.

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| Related Documents |

[Compass - Call Documentation (050011)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b)

[Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e)

[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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