# Compass - Identified as Duplicate Archive Error CCR

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**Description:** Use when prescriptions are archived in error resulting in a mail order delay.

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| Reminders |

We receive millions of electronic and faxed prescriptions each year, this document will provide guidance when these prescriptions are archived in error resulting in a mail order delay.

To identify the issue, we are expected to ask probing questions. Most commonly, members will have an order awaiting provider response for renewal and will advise Customer Care agents that their provider has replied to the request. If a prescription has been received and archived in error, alerts will be visible in the Alerts screen on the Mail tab in Compass.

 If Alerts are found, please assure members their prescription has been received from the provider and we will work to get it to them as quickly as possible. We should not blame the system or another team as this will decrease member confidence in our systems and processes. Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9) for options if a **short-term supply** is needed.

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| Searching for a Member’s Duplicate Prescription |

Perform the steps below:

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| **Step** | **Action** | | |
| **1** | Navigate to the **Mail** tab on the Alerts screen and select the appropriate member, then click **Search**. Refer to [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) for additional information as needed. | | |
| **2** | Look for any alerts with the Category: **Duplicate Drug**.    **Notes:**   * We can only submit for rescan if the alerts are within 365 days of today’s date for non-controlled medications. Controlled Substances will vary by state law. Review [Compass – Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958) to determine if a controlled medication is eligible for rescan. * If alerts are beyond these timeframes, then a new Rx will be needed. 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) to initiate a new Rx request.   An **EPCS** (Electronic Prescriptions for Controlled Substances) cannot be restarted/ rescanned under **any** circumstance. The provider will need to submit a **new** EPCS. | | |
| **If a Duplicate Prescription Alert is…** | **Then…** | |
| Located | Proceed to **Step 3**. | |
| Not located | Advise member that no new Rx has been received from the provider's office. Proactively educate the member on options to obtain a prescription or access to their medication. | |
| **3** | Collect the offending Rx Number and save it to your notepad. Proceed to **Step 4**. | | |
| **4** | Navigate to the Claims Landing Page and use one of the following two methods to search for the offending Rx number:   1. On the **Claims** tab, type the prescription number or drug name in the **Search by Rx Number or Drug Name** field and click **Search**.      1. On the **Mail Rx** tab, type the prescription number in the **Search by Rx #** field and click **Search**. | | |
| **If the Offending Rx Number is…** | | **Then…** |
| The prescription you are looking for | | Submit an Offline Refill Request via the **Refill/Renewal** button. Notate in the Case Comments “the Rx was archived in error please rescan script”. |
| Not the prescription you are looking for | | Advise member that no new Rx has been received from the provider's office. Proactively educate the member on options to obtain a prescription or access to their medication. |

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| Turn Around Time |

1-2 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:** [Customer Care Internal and External Call Handling (CALL-0049)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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