# Compass - PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping

[Process](#_Toc201235369)

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**Description:** Process for how to expedite orders delayed due to perceived PBM errors.

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| Process |

**Reminder:** Ask the member how much supply they have on hand and provide alternatives such as filling a short-term supply at retail pharmacy.

**Note:** If member is a **Repeat Caller**, refer to [Compass - Handling Repeat Callers: Multiple Calls, Same Issue (057523)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba08434f-a17e-41de-9428-33f453416a6b).

Perform the following steps to expedite order:

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| **Step** | **Action** | |
| **1** | Review the order status to confirm whether or not we can expedite or update shipping method on the order.  The followingorderstatuses cannot be expedited. For more information, refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).   * Any order in pending carrier pick up status. * Any order showing Shipped status. * Future Fill due to delayed prescriber response. * Awaiting a prescriber fax. * In “fax-inactive” status. * CII prescription in TP2 review. * Reject Hold. * Delay is caused by member error such as member mailed in Rx late.   Do not attempt to expedite an order in any of the above statuses. Doing so may cause the order to get stuck in the back end and cause further delays. | |
| **2** | Determine if a Shipping Fee Credit is appropriate: | |
| **If the Order is in process for…** | **Then…** |
| Less than five calendar days. | Check the status of the order and refer to [Compass - Expediting a Mail Order in Process and Upgrading Order Shipping (056372)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c997e99-e6b0-43d8-9078-7bbe0ec848cf) and provide the member with options. |
| Five or more calendar days and has not shipped due to PBM error.  **Example:** Order placed in future fill date due to ready fill issues and test claims shows that prescriptions pay today. | If member states it is a PBM Error or we need to confirm PBM Error then:   1. Check the Mail Alerts, Order Details screen for Conflicts and Alerts/Notes before selecting the Expedite option from the Order Actions dropdown.   **Reminder:** For a status list where the order cannot be expedited, see [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).   1. Run a [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) and review CIF if needed for mail in delay override or Pt delay override. 2. Access the **Order Details** screen and from the **Shipping Method** drop-down menu, select “Urgent Next Day (+$23)”, then refer to **Waiving a Shipping Fee while order is in Processing** scenario in [Compass - Waiving Shipping Fees or Crediting Shipping (073541)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4884979f-78c9-4dbe-9d11-2921104432cb). 3. Educate the member about the shipping fee cost being offset. |
| Order is on hold or has not been processed due to PBM Error. | 1. Run a [Compass - Test Claims (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) to ensure the claim pays and review the CIF for override options as needed. 2. Check for a [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b) option or alternate retail options ([Compass - Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d), Retail 90, etc. 3. Once all alternative options are exhausted, complete the following steps to process a new order with urgent next day shipping PBM cost: 4. From the Claims Landing Page, click the **Mail Rx** tab to process a refill. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c). 5. Refer to the **Placing a Refill** scenario in [Compass - Waiving Shipping Fees or Crediting Shipping (073541)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4884979f-78c9-4dbe-9d11-2921104432cb" \t "_blank), select “Urgent Next Day (+$23)”, . 6. Educate the member about the shipping fee cost being offset.   Make sure to include all prescriptions if there are multiple so that only one credit needs to be applied.  **Note:** Verify with member how many days member has on hand of their medication and provide alternatives where appropriate. |
| **3** | Close the call appropriately. | |

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| Questions and Answers |

The table below provides additional information on frequently asked questions regarding shipping. Refer to [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901) for additional shipping information.

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| **#** | **Question** | **Answer** | |
| **1** | What is the standard Turnaround Time for urgent next day shipping? | * Delivered the next business day **AFTER** order has processed.  **Refill Orders** require up to two (2) business days processing before being sent out for next day delivery. * **New Rx Orders** require up to five business days processing before being sent out for next day delivery.   **Note:** Shipments are NOT normally set up for Saturday delivery.  Only on rare occasions are packages scheduled for Saturday delivery.    **Urgent Next Day business Delivery for Post Office Box Addresses:** Express Mail is the shipping method used for expedited orders going to a P O Box address.  **Reminders:**   * UPS will not deliver any orders to P.O. boxes. * Expedited Shipping only applies to the Shipping and not the processing of the order, continue to quote up to two business day processing for refills and up to five business days for new prescriptions. * Weekends and Government (Federal) holidays are not included. * It is not needed or necessary to select upgraded shipping for cold packed medications, as they will be shipped 1 or 2 day at no additional member cost. Refer to  [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901) for shipping schedules. * UPS is our preferred shipping vendor.  If the member requests FedEx, Participant Services will make an outbound call to the member to inform them that UPS is our shipping vendor and ask if we can ship the package via UPS. | |
| **2** | What is the standard Turnaround Time for order processing? | **If…** | **Then…** |
| The Rx has refills remaining and is not expired. | You can expect your order to process within two (2) business days and then ship from our pharmacy that next business day. |
| The Rx has no refills remaining or is expired. | We need to contact your prescriber for a new prescription. If we receive the prescription from your prescriber, it will process within 5 business days and will ship from your pharmacy the next business day. |
| Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) for more information. The shipping of an order occurs after the processing times described above. | |
| **3** | When is a signature required upon delivery? | * A signature will be required for all medications shipped with cold packs when the destination temperature is below 33 degrees. * All CIIs deliveries will require the member’s signature. * Schedule III to V controlled substances will not require a signature but will have confirmation from the shipping. * Carrier confirms that the package was delivered. * Orders with a threshold of $10,000 or greater will require a signature upon delivery. | |
| **4** | Can shipping be made to PO Box? | * When placing a refill or new Rx request, if the order requires a cold pack, consent will need to be provided by the member for the order to be shipped to a PO Box. Refer to Shipping Guidelines and Fees for more information. * Upgraded shipping (at member’s request or according to our internal criteria). The member must provide a physical address for the order.   If the member is unable to provide a physical address, the CCR should complete a [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed). Include in the notes section of the task that the member is aware that the cold pack will be sent to a PO Box. | |

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| Related Documents |

[Compass - Waiving Shipping Fees or Crediting Shipping (073541)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4884979f-78c9-4dbe-9d11-2921104432cb)

[Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901)

[Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7)

[Compass - Customer Care Document Index (058484)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5adafaf7-02a1-49b8-b58b-3abceda07ad2)

[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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