# Compass - Order Processing at Year End

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**Description:** Directions and FAQ’s on handling issues specific to year end processing of orders.

**** These are suggested dates and guidelines. There can be no guarantees.

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| Issues Related to Year End Processing |

Some members will either be losing coverage or their copay may be increasing next year, and they will try to obtain their last prescriptions before the end of the current year. Below are some guidelines to consider when a prescription or refill must be PROCESSED prior to December 31st of this year, in order for the current year’s copay to apply.

The date the order was received is not a qualifying factor for eligibility of the order to process in the current year’s plan. It does not matter when the order being mailed in to us was postmarked, nor does it matter when the order was received to us via doctor’s office, or by website, or by transfer from another pharmacy, or by call to customer care. It must arrive and be shipped by December 31st of the current year, in order to process with the current year’s plan.

* Plan members wishing to have their orders processed in this current year should place their **refill** order **at least 7 days prior to the end of the year**, approximately by December 24th. However, we are unable to guarantee when an order will be received and processed.
* For prescriptions being sent in by the doctor’s office or orders being transferred in from another pharmacy, it is suggested to have the prescription sent to us **no** **later than 14 days prior to the end of the year**.
*  For prescriptions being **mailed in**, it is suggested to have the prescription in our facility **at least 10 days prior to the end of the year**, approximately by December 20th. (The member needs to mail their prescriptions before December 17th). However, we are unable to guarantee when an order will be received and processed.

**Note:** Controlled substance orders do take longer to process, so customers need to be advised to plan for extra time for processing.

* A member **cannot request a vacation or early fill override** just to obtain the prescription within the current plan year. If an override is needed to fill a prescription early and the prescription would have normally been filled in the next year, next year’s plan guidelines may apply. Refer to the CIF for client-specific instructions.
* If a claim processes in the next year, **NO** exceptions may be made, unless the CVS Caremark pharmacy made an error which caused the claim to adjudicate in the incorrect year.

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| Order Processing at Year End |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Identify the reason the member is calling. | |
| **If the member is…** | **Then…** |
| Questioning when to send in a prescription to ensure that the order is adjudicated against a certain year | Refer to [FAQ](#_Frequently_Asked_Questions) section. |
| Calling about an order already in process | Proceed with the order status issue. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). |
| Calling about an order that adjudicated in the incorrect year | Complete the following:   * Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). * Review the details to determine what action was taken. Refer to the “View Mail Order History Details and Status” section within [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) to view explanations of the **Status** field and conflicts for the prescriptions. * Contact the Senior Team for assistance if a delay in processing was caused by CVS Caremark pharmacy. |
| Asking to escalate the call | Warm Transfer the call to the Senior Team if unable to de-escalate the call. |

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| Frequently Asked Questions |

Use as needed:

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| **#** | **Question / Statement** | **Answer** |
| **1** | Why did it take you 10 days to fill my order? I wanted to use my Insurance from my current year, (not next year), to pay for this order. | Review the order to determine if there were any delays.  Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).   * If there were delays, explain to the member what the nature of the delays. * If there are no delays to explain, explain our [Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e) to the member. |
| **2** | When would be a good time to send in a prescription so that it might be filled this year? | We recommend that we receive the prescription no later than December 16th; however, we cannot guarantee that the prescription will be shipped by December 31.  It is possible that issues could occur with the prescription that would need to be worked before we could ship the order. |
| **3** | Why was my order filled this year when I wanted to have it processed in the previous year? | Refer to [Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e).  Although you may have mailed your order before year’s end, it is not the postmark that determines when the order processes.  We may require as many as 5 business days to process an order once it is received, depending on our volume. Any issues related to the order which need to be resolved may extend that time.  **CCR Process Note:** Review the received date and fill date on the order.  In checking the information on your account, it appears that we received the order and processed it within our [Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e) guidelines, which meant your order processed within the current calendar year. |
| **4** | Why was my copay different than expected? | **CCR Process Notes:**   * Click the Order Number hyperlink on the Mail Order History screen for the order in question then click the Prescription Details tab and review the **Filled** date. * Click the Benefits hyperlink from the Quick Actions panel on the Member Snapshot Landing Page to review the Benefit Summary.   Your order filled after December 31, so your plan design for the current year applied to the order. |
| **5** | Why are you holding my prescription for Prior Authorization when I had one in the previous year that should not be expired? | **CCR Process Note:** Click the **Override/PA History** hyperlink from the **Quick Actions** panel on the Claims Landing Page and review when the Prior Authorization expired. If the member’s plan does not show a Prior Authorization on file, share the appropriate information with the member:  I do apologize. Your Prior Authorization has expired. We will need to get another Prior Authorization on file before we can process your order.  I do apologize. Your Prior Authorization did not transfer to the new plan.  **CCR Process Note:** Review the CIF for instructions for requesting a new Prior Authorization. |

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| Related Documents |

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

[Customer Care Abbreviations, Definitions, and Terms (017428)](file:///C:/Downloads/CMS-2-017428)

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