# Compass - Alleged Non-Conformance and Call Pull Requests

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**Description:** Instructions for handling a claim or incident.

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| Reminder |

**Examples:** Include the member stating that we:

* Incorrectly translated a prescription.
* Incorrectly placed their new prescription or refill order. These requests are only honored if within 90 days from ship date with the **ship date being considered day 1**.
* Did not comply with the member’s wishes, such as applying a payment to the proper payment method or CCR provided incorrect information. If the alleged error was made by a CCR, a request can be submitted to pull the call to verify.

**Notes:**

* Ensure the member is still on the line while doing contacting the Senior Team for the call pull request.
* If a payment issue involves the Installment Payments, please refer to [Compass - Copay Installment Payments (057183)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14e13366-0206-4670-9b6f-15de902471d6).

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| Alleged Error in Translation of a Prescription |

Perform the following steps:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page in Compass, click the **Mail Order History tab**. |
| **2** | Locate the order with the prescription(s) the caller is inquiring about. Click the chevron arrow next to the **Order Number** link to expand/collapse a preview of the prescriptions in the order. |
| **3** | Review the order to determine if this request is within **90** **Days** from the Ship Date, (counting the **Ship Date as Day 1**):   * **If request IS within 90 Days** from the Ship Date, proceed to the next step. * **If request is NOT within 90 Days** from the Ship Date, inform the member the return will not be accepted, and no credit will be given. |
| **3** | Click the **Order #** hyperlink.  **Result:** The **Order Details** tab displays. |
| **4** | Review the Order and Prescription Details:   * Click the chevron arrow next to the member’s name to expand the order. * Review the **Conflicts** for the prescription in question. * Click the **Alerts/Notes** tab to review additional messaging. * Click the **Rx #** hyperlink and review the **Rx Versions** section of the **Prescription Details** tab.      * Determine if there has been a DAW, TIP, or CCM intervention. This will be indicated in the **Conflicts** section on the screen. If so, refer to [Compass - Intervention Changeback (062768)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2379cb90-2a49-4be2-a38d-6d66d10365fe) procedure. * Determine if a change was made to the RX due to doctor call/fax. If so, inform the caller. * If it appears we have incorrectly translated the fill or refill, ask member to hold and warm transfer to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. These are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Check any client specific process, if applicable. |

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| Alleged Error in Placing Order |

Perform the following steps:

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| Step | Action | | | |
| **1** | Navigate to the Claims Landing Page,then click the**Mail Order History**tab. | | | |
| **2** | Locate the order with the prescription(s) the caller is inquiring about; you can click the chevron arrow next to the **Order Number**link to expand/collapse a preview of the prescriptions in the order. | | | |
| **3** | Click the **Order #** hyperlink.  **Result:** The **Order Details** tab displays. | | | |
| **4** | Click the chevron arrow next to the member’s name to expand the order. Then review the following order details to compare the member’s intentions with what was ordered:   * Rx Number * Name of Medication * Strength * Quantity | | | |
| **5** | Review the **Received Mode** field to verify how order was received:   * Web * IVR * CSR * Phone * ERX * Mail * Auto Refill * Auto Renewal * SMS Text   **Note:** If the order was received by Web or IVR, determine if the member made the error in inputting the information. | | | |
| **If…** | **Then…** | | |
| Yes, the member made the error | Determine if the plan allows for an override to utilize an early fill. | | |
| **If…** | | **Then…** |
| Yes | | Proceed with process to request override. |
| No | | Advise the member that they are responsible for 100% of the out-of-pocket cost for the replaced medication. |
| No, the member did not make the error | Proceed to the next step. | | |
| **6** | Review the following areas:   * Member’s Recent Cases * Case Comments * Mail Order Payment History * Order Details (Rx Status, Conflicts, Alerts/Notes) * theSource Plan Design | | | |
| **7** | Determine if there was CCR or PBM Non-Conformance in processing the order by looking at the above areas to see if any glaring mistakes stand out. | | | |
| **If…** | | **Then…** | |
| No | | Educate the member that the information is accurate. | |
| Yes, and the order is in process and the order can be canceled | | Refer to [Compass - Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02). | |
| Yes, and the order has shipped or is beyond the point of canceling and there was a PBM error in translating | | Warm transfer to Clinical Care Services.   * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. These are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Check any client specific process, if applicable.   **Result:** Clinical Care Services discusses with the member and issue a copay credit if appropriate. | |
| Yes, and the order has shipped or is beyond the point of canceling and there was a CCR error in placing the order | | Refer to [Alleged Error Requiring a Call Pull.](#_Alleged_Error_Requiring) | |

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| Alleged Error Requiring a Call Pull |

Calls may be pulled and reviewed for situations in which the member believes they were provided incorrect information, or an order was placed incorrectly by a CCR.

**Examples:** CCR ordered incorrect medication, misquoting pricing, eligibility for a return/mail tag, or providing Clinical advice. A call may also be pulled if the member reports being mistreated by a CCR (failing to be courteous, yelling at the member, etc.).

Perform the steps below when handling an issue of Non-Conformance:

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| **Step** | **Action** | | |
| **1** | Locate the order with the prescription(s) the caller is inquiring about; you can click the chevron arrow next to the **Order Number**link to expand/collapse a preview of the prescriptions in the order. | | |
| **2** | Click the **Order #** hyperlink.  **Result:** The **Order Details** tab displays. | | |
| **3** | In order to validate CCR / PBM Non-Conformance, review the following areas:   * Member’s Recent Cases * Case Comments * Mail Order Payment History * Order Details (Rx Status, Conflicts, Alerts/Notes) * View CIF in theSource * View Plan Summary | | |
| **If the CCR determines that…** | **Then…** | |
| No, there was no Non-Conformance | Educate member that the information is accurate. | |
| Yes, there was a Non-Conformance | Determine the nature of the Non-Conformance. | |
| **If the Non-Conformance was...** | **Then…** |
| Due to CCR error | * Gather all applicable information. * Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for further assistance.   **Note:** Ensure the member is still on the line while doing so.  Issue ship free credit if able to recognize between PBM Non-Conformance or CCR error:  **Example:** Member calls to escalate because they were charged $17 or $23 credit in error. Verify and contact Senior Team for approval of adjusting shipping fee. |
| Clinical in nature | Warm transfer to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).   * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. These are not appropriate calls for a cold transfer. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable.   **Result:**  Clinical Care Services discusses with the member and issue a copay credit if appropriate. |
| There is NO supporting documentation within the member’s file to indicate if there was Non-Conformance | Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance and to determine if a call pull is necessary.  **Note:** Ensure the member is still on the line while doing so. | |

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| Resolution Time |

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

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| Alternatives |

Refer to Plan Design for retail options.

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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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