# Compass - Missing Not Translated Prescriptions

[Missing Not Translated Prescriptions Process](#_Toc188037906)

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** Description:**  Use when receiving a call from a member who reports that a prescription( which was written and submitted into the PBM by a Provider’s office or refilled by the member via Caremark.com) was not filled or processed and provides a process for handling inquiries about prescriptions that are missing from an order (not yet translated). These are prescriptions submitted by either the member or prescriber but not filled within the order.

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| Missing Not Translated Prescriptions Process |

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** | When the correct Order Number has been located, click the **Order Number** hyperlink. Click the chevron arrow next to the **Order Number** hyperlink to expand/collapse a preview of the prescriptions in the order.  **Note:**  If the order cannot be found, ask if the member has had any recent name changes and then search for a second (active or inactive) account.  **Result:** The **Order Details** tab displays. | | |
| **3** | From the Order Details screen:   1. Review Order Status. 2. Click the chevron arrow next to the member’s name to expand the order and locate the missing prescription. 3. Review **Rx Status** and **Conflicts** for the prescription in question. 4. Click the **Rx #** hyperlink to review the prescription status. | | |
| **If the missing Rx…** | **Then…** | |
| Displays a status of “**Shipped**” or “**Delivered**” | Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b). | |
| Displays a status of **“Void”, “Rejected”, “Canceled”, “VOIDED REVERSAL”, “REJECTED REVERSAL”** | * Review the prescription status from the **Mail Order History** tab to determine if the order was voided or rejected and the prescription canceled.      * Click the **Rx #** hyperlink and review the prescription status from the **Prescription Details** tab.      * Click the **Alerts** tab and review.      * From the **Mail Order History** tab, click the **Order Number** hyperlink. * On the Order Details screen, click the chevron arrow next to the member’s name to expand the order and review **Rx Status** and **Rx Status Description** Fields. * Review **Conflicts**. * Click the **Alerts/Notes** tab to review Order Notes/Alerts and Rx Alerts. | |
| Displays a status of “**Moved**” | 1. Review the prescription status from the **Mail Order History** tab to determine if the prescription was moved to another order.      1. Click the **Order Number** hyperlink and review the Order Details screen. Click the chevron arrow next to the member’s name to expand the order and review Rx Status.     **Note:**  If Rx is unable to be filled within 2 business days, it will be returned to member. | |
| Is not listed on the order within the system | Inquire whether the medication was on the same script as others in the order or if the medication was on a separate script. | |
| **If the medication was on…** | **Then…** |
| Separate script | Create a Missing Not Translated Rx’s Support Task using the create support task button:   * **Task Type:**  Missing Not Translated Rx’s * Complete every field with an asterisk (\*) and add any specific notes.   Refer to [Compass – Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). |
| Same script | * **Pharmacist:** Review the script. * Proceed to the next step. |
| **4** | 1. Warm Transfer the call to a [Clinical Counseling Pharmacist (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f).   **Note:** If after hours, create a Support Task:   * + **Task Type:**  Missing Not Translated Rx’s   + Complete every field with an asterisk (\*) and add any specific notes.   Refer to [Compass – Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) and [Compass – Clinical Counseling Pharmacist After Hours Process (057978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73b19224-7602-4182-b37b-5111baceb889).   1. Provide complete details of the incident to the pharmacist and inquire if there is anything else you can assist with prior to transferring the call. | | |
| **5** | Inform the member that a call back will be made within two business days. | | |

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| Resolution Time |

Up to 2 business days.

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Retail Options:** Refer to the Plan Design.

**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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