# Compass - New Telephonic Rx Not Yet Translated

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**Description:** Process for when a member calls to check the status of an order their doctor called in via the FastStart Team.

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| Process |

Perform the following steps to process requests for the status of “called-in” prescriptions:

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| **Step** | **Action** | |
| **1** | Verify Order Status by navigating to the **Mail Order History** tab from the Claims Landing Page in Compass.  The following message displays if there are orders awaiting pharmacy translation: **“There are orders awaiting pharmacy translation. View by Family to display.”** | |
| **2** | Choose **Family** from the **View by Member or Family** drop-down menu, then click the chevron arrow next to the **Order Number** hyperlink to expand a preview of the order. | |
| **If the order...** | **Then...** |
| Has not been translated, the following message will display: **“We have received the Rx(s), but it is too early to determine the details.”** | Verify that the scanned order is a prescription received telephonically by performing the following:   * View the **Received Mode** field: PHONE.   **Result:** Once the prescription(s) has been translated, the prescription specifics will be viewable. |
| Rx(s) have not been translated and there is no drug detail information | Determine the date the order was received. |
| Was received **LESS** than 2 business days ago. | * Click the **Order Number** hyperlink to display the Order Details screen. * Select **Expedite** from the **Order Actions** drop-menu.     **Note:** If the order does not display, recommend member allow at least 2 business days for order details to display in system and start processing. |
| Was received **MORE** than 2 business days ago. | Contact Clinical Care Services during business hours.  If after hours, submit Support Task:  Task Type: Rph Clinical Inquiry  Include in the notes field:   * Order number from Compass * Date order was called in * There is no drug detail information in order |
| **3** | Verify day supply of medication on hand.   * If insufficient to allow receipt of order, offer short-term supply at retail when appropriate and within plan limits. | |

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| Resolution Time |

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

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