# Compass - Refill with Confirmation Number Not in Process

[Process](#_Toc160091204)

[Turnaround Time](#_Toc160091205)

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**Description****:** Process used when a caller with a refill confirmation number is unable to locate the order status online **AND** the order does **NOT** appear on the Mail Order History screen in Compass.

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| Process |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Determine if the order has been created on the Mail Order History screen in Compass. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). | |
| **If the order has…** | **Then...** |
| Been created | Click the **Order Number** hyperlink from the Mail Order History screen and provide the member with any order status and/or basic turnaround timeframes. |
| Not been created | 1. Wait 1 business day from time order was placed before creating a task. Advise the member that we will need to wait 24 hours to show in the system and have them check the order status on caremark.com. 2. Create a task with the following information:    * **Task Category:**  Order Status    * **Task Type:** Refill with Confirmation Number Not in Process.  * **Queue:** Order Status – Participant Services * Advise TAT of up to two (2) business days  1. Ensure the member is set up for Messaging Platform notifications. A notification will be sent to the member when the Mail Service order is in process/shipped. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6).   **For escalations:**  This task can be escalated, if necessary, by the Senior Team for:   * Orders that already exist in the system and need to be expedited * Prescriptions incorrectly marked as “Refill too Soon” * Orders in a divert queue that need to be released   Refer to the appropriate document as needed:   * [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) * [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) |

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| Turnaround Time |

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

 **Business days do not include weekend days and holidays.**

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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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