**Compass - Returned Orders**

[Returned to Sender Orders](#_Toc206587583)

[Reship Process for Prescription in “Discontinued/Internal Transfer Outbound”](#_Toc206587584)

[Reshipping a Returned Order for Prescription in “Discontinued/Internal Transfer Outbound”](#_Toc206587585)

[Reshipping a Returned Order](#_Toc206587586)

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**Description:** Process for handling orders that have been returned.

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| Returned to Sender Orders |

 Since the MOR is a return to sender order, a reship letter will not be given.

If the order has been “Returned to Sender” perform the following steps:

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| **Step** | **Action** | | |
| **1** | From the Mail Order History tab, click the **Tracking Number** hyperlink to locate and review the shipping status of the package and determine if the tracking information indicates “Return to Sender”. | | |
| **If…** | **Then…** | |
| Yes | Proceed to the next step. | |
| No | Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b). | |
| Undetermined | Contact [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) to email the pharmacy for tracking details. | |
| **2** | Verify member’s address, then click the **Order Number** hyperlink to compare the address we used to ship the order. | | |
| **3** | Inform the caller of the tracking status for the package being returned.   * Confirm with the member the reason the package was undeliverable/returned, and what is needed to redirect the package to the member. | | |
| **4** | Review the Member’s Recent Support Tasks panel in the Case Details Landing Page to verify a Support Task or Returned Goods Management Task (RGM) has not already been submitted. | | |
| **If…** | | **Then…** |
| Order Lost in Transit Support Task has already been submitted | | Explain to the caller that the package has already been redirected to the member’s address and provide the tracking number to the caller. |
| Order Lost in Transit Task has not been submitted | | Initiate a Reship and proceed through the Order Lost in Transit Support Task flow. Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) as needed.  If the package was shipped to the correct address but has been returned to sender and it is less than 10 days from the ship date, contact [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). |
| **5** | Click the **Support Task Required** check box to populate the **Reason for Support Task** dropdown, then select **Other** from the dropdown.  **Note:**   * Inquire with member to determine the number of days’ supply they have on hand. * If more than a five-day supply, proceed to next step. * If member has less than five days’ supply on hand, complete steps 5-9 to redirect the package and then refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b).     **Result:** Submit Support Task button illuminates. | | |
| **6** | Click **Submit Support Task**.  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” | | |
| **7** | Click the **Case Details Landing Page** and navigate to the **Member’s Recent Support Task** panel, click **Refresh**.    **Result:** Recently submitted Support Task number will populate in the Support Task column. | | |
| **8** | Click the **Support Task number** hyperlink.    **Result: ST <#>** screen displays. | | |
| **9** | Scroll down to the **Notes** section of the **ST <#>** screen and click the **pencil icon** to add notes to the Support Task.     * Ensure you enter clear notes as to why package was undeliverable/returned and what is needed.   **Note:** Initial notes cannot be edited; add additional notes to the notes section in the right panel.  **Examples:**   * **Incorrect Address** – Per member Order <###> returned because sending to incorrect address. Please redirect to the new address: <# Street, City, State and Zip Code> * **Correct Address / No Forwarding** – Per member Order <###> returned because forwarding order filed too late with the post office. Please redirect to the new address: <# Street, City, State and Zip Code> * **Correct Address / Undeliverable** – Per member they have not moved, address on Order <###> is correct and they have no idea why post office returned. Please redirect package back to address on order/file: <# Street, City, State and Zip Code>. * **Correct Address / Accidental Refusal** – Per member was not aware that Order <###> could not be refused. Please redirect to address on order/file: <# Street, City, State and Zip Code>   Copy the notes from the Order Reship Support Task into the Order Level Alerts for that order. | | |

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| Reship Process for Prescription in “Discontinued/Internal Transfer Outbound” |

Before initiating any Reship, check the Rxs in question to ensure none have been “Discontinued/Internal Transfer Outbound”, which indicates the client is moving or terming at the end of the year, then refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) to complete the reship flow.

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| Reshipping a Returned Order for Prescription in “Discontinued/Internal Transfer Outbound” |

Reship for a Prescription is “Discontinued/Internal Transfer Outbound” Due to Client Moving or Terming at the end of the Year.

* Review **Order Level Alerts** or the **Member’s Recent Support Task** panel for the RGM Support Task showing the reason as undeliverable.
* If RGM task is not located, navigate to the **Member’s Recent Cases**panel, and click the**View** **PeopleSafe Activity** hyperlink and review for RGM Task showing reason as undeliverable.

If the RGM task is located perform the following steps:

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| **Step** | **Action** |
| **1** | Initiate a Reship and proceed through the Order Lost in Transit Support Task flow. Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b) as needed.  If the package was shipped to the correct address but has been returned to sender as undeliverable and it is less than 10 days from the ship date, contact [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). |
| **2** | Click the **Support Task Required** check box to populate the **Reason for Support Task** dropdown, then select **Other** from the dropdown.  **Note:**   * Inquire with member to determine the number of days’ supply they have on hand. * If more than a five-day supply, proceed to next step. * If member has less than five days’ supply on hand, complete steps 2-6 and then refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b).     **Result:** Submit Support Task button illuminates. |
| **3** | Click **Submit Support Task**.  **Result:** If successful, the following message will display: “Reship Order# XXXXXXXX was submitted.” |
| **4** | Click the **Case Details Landing Page** and navigate to the **Member’s Recent Support Task** panel, click **Refresh.**    **Result:** Recently submitted Support Task number will populate in the Support Task column. |
| **5** | Click the **Support Task number** hyperlink.    **Result: ST <#>** screen displays. |
| **6** | * Scroll down to the **Notes** section of the **ST <#>** screen and click the **pencil icon** to add notes to the Support Task.      * Enter **Notes** <<Rx #(s)>> are Discontinued/Internal Transfer Outbound. |

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| Reshipping a Returned Order |

When an order is sent back to the pharmacy, the reason for the return (undeliverable or returned by member) will be visible in **Order Level Alerts** or **Member’s Recent Support Task** panel as an “RGM Task”. The pharmacy processes the return according to the below scenarios.

**Notes:**

* If member has less than five days’ supply on hand, see [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b).
* If the client is Med D SilverScript (X9110) or a Third Party/External Adjudicated Client (identified by High Priority Comment), DO NOT create a reship order. For Med D SilverScript (X9110) open a [Compass - Support Task Types and Uses (056365)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ac2747d-17b4-4986-8c4e-3bdaca477cf1). Third Party/Externally Adjudicated Client calls are always handled by their dedicated teams and are warm transferred. Refer to [Compass - Third Party Adjudicated (TPA)Member (Identify, Test Claims and Refills) (066771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ca3ec756-d18c-4dfd-b0c3-f1cbcdf62f13).

If a member contacts Customer Care to request that a returned order be shipped again, perform the steps listed below for the applicable scenario.

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| **Scenario** | **Status Shown in Compass** | **Customer Care Process** |
| Order shipped to incorrect address and returned by shipping carrier as undeliverable | Review **Order Level Alerts** or the **Member’s Recent Support Task** panel for the RGM Support Task showing the reason as undeliverable.   * If RGM task is not located, navigate to the **Member’s Recent Cases**panel and click the**View** **PeopleSafe Activity** hyperlink and review for**RGM Task** showing reason as undeliverable.         **AND**   * Access the Claim Details page through the Rx # hyperlink, and view the Status field, and if the status is **Rejected RBP**(Returned by Participant). | Pharmacy contacts the member to obtain the correct address to reship the order.   * If the status is “Rejected RBP,” this indicates the pharmacy did not receive a response from the member.   **To resend the order**, place the order on the Mail Rx tab (just like a refill order). |
| Order shipped to correct address, but was returned by shipping carrier as undeliverable | Review **Order Level Alerts** or the **Member’s Recent Support Task** panel for the RGM Support Task showing the reason as undeliverable.   * If RGM task is not located, navigate to the **Member’s Recent Cases**panel and click the**View** **PeopleSafe Activity** hyperlink and review for**RGM Task** showing reason as undeliverable.   **AND**   * Access the Claim Details page through the Rx # hyperlink, and view the Status field, and if the status is **Completed Accepted**. | Create a Support Task for Order Lost in Transit. Refer to [Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b). |
| Review **Order Level Alerts** or the **Member’s Recent Support Task** panel for the RGM Support Task showing the reason as undeliverable.   * If RGM task is not located, navigate to the **Member’s Recent Cases**panel and click the**View** **PeopleSafe Activity** hyperlink and review for**RGM Task** showing reason as undeliverable.   **AND**   * Access the Claim Details page through the Rx # hyperlink, and view the Status field, and if the status is **Rejected RBP**(Returned by Participant). | Place the order on the **Mail Rx** tab. |
| Order was returned by member without authorization (no mail tag sent) | Review **Order Level Alerts** or the **Member’s Recent Support Task** panel for the RGM Support Task showing the reason as undeliverable.   * If RGM task is not located, navigate to the **Member’s Recent Cases**panel and click the**View** **PeopleSafe Activity** hyperlink and review for**RGM Task** showing reason as undeliverable.   **AND**   * Access the Claim Details page through the Rx # hyperlink, and view the Status field, and if the status is **Completed Accepted**. | Create an early refill task. Refer to [Compass – Plan Benefit Override (PBO) Guide (061708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44418b02-7e70-41cc-bb2e-bb38164a951f) for the complete process.  **Note:** Orders returned without authorization are not credited back to the member. The member will be charged for both the original returned order and the new order that is being placed. |

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| Related Documents |

[Compass - Order Reships (057985)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6851523-18b2-4009-90a5-8fd53ee9669b)

[Compass - Support Task Types and Uses (056365)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ac2747d-17b4-4986-8c4e-3bdaca477cf1)

[Customer Care Abbreviations, Definitions, and Terms Index (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" \t "_blank)

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