# Compass - High Dollar Cold Pack Medication Process

[Process](#_Toc202875861)

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**Description:**  Information for when a cold packed order **exceeds $10,000.00** and is routed to the Member Services Team to call the member to ensure someone will be available to receive the package as a signature will be required.

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| Process |

If the member is not available, a message is left advising them to call into a special toll free number for shipping to release the order. Because the member might be contacting Customer Care, the following steps should be taken.

**Notes:**

* For calls regarding order processing for copays higher than the client’s high copay limit (that do not relate to cold packs) refer to [High Dollar Copay Orders and Cardholder Limits (086469)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc3693f3-fefe-4bb5-8720-4e51e940a0f7).
* Stop See and High Priority Comments will not bypass delivery confirmation. Participant services needs this delivery information for each order.
* **Orders over the $10,000 threshold: The pharmacy calls to setup delivery.** The last shipping time for cold packs is Thursday at 4pm of the filling pharmacy. Any remaining cold packs will be shipped on Monday morning. Shipments are not normally setup for Saturday delivery. On rare occasions packages are scheduled for Saturday delivery.
* For cold pack orders **under $10,000** WBP does not ship cold packs on Saturday unless we run a special shift in the morning, but CHI ships these cold packs on Saturday with a Monday delivery date. Colds processed on Saturday have to be on the 3 pm UPS air pickup and the WB normal shift start time is 2pm. CHI’s normal hours on Saturday are in the morning, so they can run colds and do ship cold packs under the threshold.

 Questions regarding disposal of cold pack materials should be directed to clinical services.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Review all Comments for High Dollar/Cold Pack orders to identify the reason for the call.  **Note:** Detailed comments are placed at the member level or at appropriate member level with instructions (if any) to the Customer Care Representative.  **Example:** High Dollar/Cold Call 1st attempt, leave voice message; need to confirm shipment date requiring signature for reference #XXXXXX. Please have member return call to 1-866-665-6742 and leave voice message with name, shipping date and shipping address.   * If it is determined that the member is calling in reference to a High Dollar/Cold Pack order: Warm transfer call to the Member Services dedicated line 1-866-665-6742. Refer to [Compass - Five9 Agent Desktop Softphone (056045)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad8f7284-fee0-4ae1-bbbd-d2cbe07a331f) for proper introduction and release of caller. |
| **2** | Add a comment at the Member and Order level to indicate the call has been transferred.  **Example:** Member returned call regarding High Dollar/Cold Pack order. Call transferred to dedicated line. |

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| Resolution Time |

Pharmacy designates as agreed upon by member.

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| Related Documents |

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

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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

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