# Compass - Ship Consolidation (Same Day Shipments)

[Process](#_Toc208236007)

[IVR Status](#_Toc208236008)

[Member Web Portal Consolidated Orders](#_Toc208236009)

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**Description:** How the Mail Order facility will determine if there is more than one order for the same member’s address received on the same day that can be consolidated with one another. They will send a single shipment to the member. Members will not be able to opt out of this consolidation process.

Prescription shipments are considered for consolidation regardless of how they were received (**Examples:** CCR, IVR, Portal, eFax, DR phone call, mail etc.).

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| Process |

** HIPAA and state regulations will be carefully followed so that our members’ personal health information (PHI) is not compromised.** The Mail Order facility will work within a set of configurable rules to determine if there are any orders being sent to the same address that can be consolidated with one another. Consolidated orders will **not** be sent if the receiving member is not an authorized party on the other member’s account, or if members share an address but have different accounts.

The affected prescriptions keep their original prescription numbers but will be shipped together in one Order Number. This can include multiple orders for the same member or orders for multiple family members.

Consolidated orders will **NOT** be sent if the receiving member is not an authorized party on the other member’s account or if members share an address but have different accounts.



**Examples:**

* Two adults may not be consolidated into a single unless permission has been granted.
* Parent and child medications maybe consolidated into a single shipment.

 Orders are **NOT** held in order to consolidate them into one shipment. Our order processing turnaround times are not affected by this change.

This document provides details about how Compass reflects consolidated shipments.

* If the Mail Order facility determines that there are orders for a member and/or on a member’s account that can be consolidated with one another, then a single shipment is sent as a consolidated order to the member automatically. Members will not be able to opt out of this consolidation process.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the Claims Landing Page, then click the **Mail Order History** tab.  **Result:** Mail Orders within the default 90-day window display.  **Note:** When a prescription has been sent in by the prescriber, but it is not yet fully adjudicated, it will not show in the member’s mail order history tab. Instead, a message will show at the top of the claims tab that says “There are orders awaiting pharmacy translation. View by family to display.” Select **Family** under the “View by Member or Family” tab to see these orders. |
| **2** | Determine the name of the prescription(s) the caller is inquiring about, then locate the order. You can click the chevron arrow next to the Order Number link to expand/collapse a preview of the prescriptions in the order.      **Result:** Order Status and Rx Status will display.   * If you are unable to locate the order, refer to the Scenario Guide in [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8). |
| **3** | Once the order is located, click the **Order Number** hyperlink.  **Result:** The Order Details Screen displays.    **Notes:** Compass will display the following Order/Prescription information for Consolidated Orders:   * Separate orders that have been combined into one (1) to ship at the same time. * Prescription orders for a member and/or members’ household can be consolidated with one another. * HIPAA and state regulations are carefully followed so that our members’ personal health information (PHI) is not compromised. * The Mail Order Facility works within a set of rules to determine if there are any orders being sent to the same address that can be consolidated with one another. * Consolidated orders will not be sent if the receiving member is not an authorized party on the other member’s account or if members share an address but have different accounts.   **Examples:**   * Two adults may not be consolidated into a single order unless permission has been granted. * Parent and child medications may be consolidated into a single shipment. * Orders are not held to consolidate them into one shipment. Order processing turnaround times are not affected by this change. |
| **4** | Click the chevron next to the member’s name to expand the Rx details of the order.  **Notes:**   * Click on the RX number and the **Prescription Details** tab to see prescription details, including name of medication, strength, manufacturer, etc. * For more information on **Dispensed Quantity**, click the Tool Tip. (Packaged medication message displays.) * The following options will be **disabled** if the agent in a **Research Case**: Cancel Rx, Cancel Order, Request Bridge Supply, Shipping Method, Shipping Address, and Payment Method. * If **more than one** member’s prescriptions are included in the order, the system displays the following message at the bottom of the Order Details screen: “Please make sure that all the members in the order have been authenticated.” * Agent has the ability to view an image of the mail order form (if one was sent in) via the **Mail Order Form** tab on the Order Details screen. * **Order updates** can be made on the Order Details screen (**Shipping Options**, **Address**,and **Payment)**. * The list of prescriptions is organized by member; each member’s prescription initially displays in a collapsed section, but the agent canclickthe chevron arrow to expand/collapse each Member section. * If Order Status is “Pending Carrier Pickup,” click the tool tip for more information. * **Excessive Days’ Supply:** The days’ supply is initially calculated by dividing the prescribed quantity by the directed daily dosage. This number may exceed plan limitations, particularly items dispensed in unbreakable packages. As part of the dispensing process, a pharmacist will review and adjust the prescription to align it with plan allowances. A new prescription is not necessary. |

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| IVR Status |

The Outbound IVR will also be updated to support the new Rx Ship Consolidation process. If the member’s orders were consolidated, they will receive one outbound alert with the following information:

**“<#> of your prescription orders were shipped on <Date>. You will receive <#> prescriptions with this delivery.”**

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| Member Web Portal Consolidated Orders |

When members check their order status online, consolidated orders will NOT have a special “Consolidated” status. The member will see the Shipped status for each order, and consolidated orders will have the same tracking number and other details.

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| Related Documents |

[Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8)

[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)

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