# Compass - Waiving Shipping Fees

[Waiving Shipping Fees](#_Toc201241333)

[Scenario Guide](#_Toc201241334)

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**Description:** Process for determining to waive upgraded shipping fees for the caller and guidance on assessing the appropriateness of waiving shipping fees based on the caller’s reason and the process.

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| Waiving Shipping Fees |

 **DO NOT** proactively offer to waive shipping fees. Instead, assess the situation and determine if waiving the fee is appropriate based on the caller’s reason.

For NEJE Med D calls- If you determine a shipping credit is applicable, contact the senior team for approval. Refer to [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).

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Perform an account wellness check and determine why the caller is requesting to have the shipping fee waived. | |
| **If the caller…** | **Then…** |
| Is not escalated, and requests Mail Order be expedited and to upgrade shipping | Refer to [Compass - Expediting a Mail Order in Process and Upgrading Order Shipping (056372)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c997e99-e6b0-43d8-9078-7bbe0ec848cf). |
| Indicates they are low on medication | Determine how much medication the caller has on hand. Check if any of the following options would resolve the issue:   * **Bridge Supply:** Refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b). * **Maintenance Choice Transfer:** Refer to [Compass - Maintenance Choice (MChoice) Rx Transfer(056032)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cc2503bf-62dc-4db1-ad98-abfe4e9e98d4). * **Short Term Supply:** Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). |
| Is ineligible for any of these options above, is escalated, or insists on having shipping fee waived | Proceed to step 2. |
| **2** | Determine eligibility for waiving fees. Check if the caller meets any of the listed criteria (not limited to the following):   * **Molina Clients** * **PBM Error (primary reason code)**   + CVS Caremark Error   + Other * **Order Delayed (primary reason code)**   + Medication previously on backorder   + Order Delayed due to delayed prescriber response.   + Prescriber changed dose at last minute, causing delay   + Other * **One Time Courtesy (primary reason code)**   + Member thought Rx was enrolled in Auto Refill/Auto Renewal   + Other   + No alternate solution available to prevent a gap in therapy.   + Unmet shipping expectations regarding delivery date. * **Other**   + Used for scenarios not covered above.   If the caller’s reason aligns with any of the criteria above, you may proceed with waiving the shipping fee.  Molina members will automatically show a $0 upgraded shipping fee. | |
| **3** | Enter secondary reason for each primary reason selected. | |
| **4** | Enter justification for upgrade shipping in the Notes section.  **Notes:**   * All justification points must be answered before the shipping fee can be waived. * Justification and secondary reason for the waived shipping will be added to the Waived Shipping Service request. | |

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| Scenario Guide |

** DO NOT proactively offer to Waive Shipping.**

Shipping Fees can be waived during the following actions:

* [Waiving Shipping Fee while Placing a Refill:](#_Toc201241261)
* [Waiving a Shipping Fee while order is in Processing:](#_Toc201241262)
* [Waiving a Shipping Fee while order is in Dispensing:](#_Toc201241263)
* [Waiving a Shipping Fee when sending a Stop Tote Request:](#_Toc201241264)
* [Member requests refund of upgraded shipping fees due to upgraded shipping not requested or not delivered within the expected time frame:](#_Toc201241265)

Waive Shipping button will only appear if 2nd day (+$17) or Urgent Next Day (+$23) is selected for the Shipping Method.

Refer to the scenarios below:

### Waiving Shipping Fee while Placing a Refill:

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| **Scenario** | **Action** |
| Member requests shipping fee be waived while placing a refill | If upgraded shipping is needed and it is determined the shipping needs waived, click the **Shipping Options** dropdown in the **Refill Rx – Verify** screen and select the appropriate upgraded shipping option.    Once the Shipping Option has been selected, click **Waive Shipping**.  **Result:** The Waive Shipping pop-up displays.  **Note:** Molina members will automatically show a $0 upgraded shipping fee.    In the **Reason for Waived Shipping** dropdown, select the appropriate reason for Waiving the Shipping cost.   * Molina Client * PBM Error * Order Delayed * One-Time Courtesy * Other (Will be free text. Provide reasoning of why shipping is being waived.)   Enter secondary reason for each primary reason select.  Enter justification for the upgraded shipping in the notes section.  **Notes:**   * All justification points must be answered before the shipping fee can be waived. * Justification and secondary reason for the waived shipping will be added to the Waived Shipping Service request.   Once reason has been selected, click **Waive Shipping** on the pop-up once it is enabled.   * A hyperlink to **Undo Waive Shipping** will be available, if needed, after selection is made.   Once everything has been verified on the order and is correct, click **Next** to submit the order. |

### Waiving a Shipping Fee while order is in Processing:

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| **Scenario** | **Action** |
| If the order is in **processing** and the member requests the shipping fee be waived and there are no other changes needed to the order | If upgraded shipping is needed and it is determined the shipping needs waived, click the **Shipping Options** dropdown, and select the appropriate upgraded shipping option.    **Result:** The **Waive Shipping** button is enabled.    Click **Waive Shipping** button.  **Result:** The Waive Shipping pop-up displays.    In the **Reason for Waived Shipping** dropdown, select the appropriate reason for Waiving the Shipping cost.   * PBM Error * Order Delayed * One-Time Courtesy * Other (Will be free text. Provide reasoning of why shipping is being waived) * Molina Client   Once reason has been selected, add secondary reason in the notes section to justify the waived shipping fee, and then click **Waive Shipping** on the pop-up once it is enabled.   * A hyperlink to **Undo Waive Shipping** will be available, if needed, after selection is made.   Click **Save**.    **Result:** Shipping fee is waived. |

### Waiving a Shipping Fee while order is in Dispensing:

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| **Scenario** | **Action** |
| If the order is in **dispensing** and the member requests the shipping fee be waived and there are no other changes needed to the order | Click the chevron next to the member’s name to expand the Rx Details in the order to confirm the **Rx Status Description** states: “We are dispensing your prescription.”        If upgraded shipping is already on the order or is added to the order and the Waive Shipping button is selected, the following message will display: “Shipping cannot be waived because the order is being dispensed. Contact the Senior Team to apply a shipping credit to the account.”    Refer to [Compass – Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7) on how to request a shipping credit from the Senior Team.  If changes need to be made to the order (Shipping Method, Shipping Address, Payment Method), and the Shipping needs to be waived, refer to the [Stop Tote scenario](#StopToteScenario) below. |

### Waiving a Shipping Fee when sending a Stop Tote Request:

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| **Scenario** | **Action** |
| Caller requests changes to the Shipping Address, Shipping Method, or Payment Method being made for Rx(s) in dispensing and **Waive Shipping** fee is needed. | Click the chevron next to the member’s name to expand the Rx Details in the order to confirm the **Rx Status Description** states: “We are dispensing your prescription.”      Click the dropdown of the feature that needs updated (Shipping Address, Shipping Method, and/or Payment Method), and select the desired information from the dropdown.  **Note:** If Shipping Address, Shipping Method, and/or Payment Method needs new information added, refer to the following work instructions as needed:   * [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) * [Compass – Mail Order History/Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) * [Compass – Add, Edit, and Delete Mail Order Payment Methods (Credit Care & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d)     Once the feature is updated with the desired information, click the **Waive Shipping** button.  **Result:** The Waive Shipping pop-up displays.    In the **Reason for Waived Shipping** dropdown, select the appropriate reason for Waiving the Shipping cost PBM Error.   * Order Delayed * One-Time Courtesy * Other (Will be free text. Provide reasoning of why shipping is being waived)   Once reason has been selected, add secondary reason in the Notes section, and then click **Waive Shipping** on the pop-up once it is enabled.   * A hyperlink to **Undo Waive Shipping** will be available, if needed, after selection is made.   Click **Save**.    **Results:**   * Stop Tote Email Request Required pop-up displays. * Information from the changes made will automatically be included in the Stop Tote Email.     Inform the caller the Stop Tote email is a request. Due to the order already being in dispensing, it is not a guarantee the order will be stopped or updated.  Click **Send Email Request** to send Stop Tote Email.  Click **Cancel** if you need to exit Stop Tote Email.  **Note:** This will undo all changes made to the order. |

### Member requests refund of upgraded shipping fees due to upgraded shipping not requested or not delivered within the expected time frame:

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| **Scenario** | **Action** |
| If member requests refund of upgraded shipping fees due to upgraded shipping not requested or not delivered within the expected time frame. | If you determine a shipping credit is applicable, contact the senior team for approval.  **Commercial and Medicaid:**  Refer to [Compass - Lifeline Quick Assist (072646)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfa341fa-0ce1-4886-9650-f3cb112508e7).  **Med D and EGWP:**  Refer to [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).  If **not** approved: Advise the caller of the rationale and offer to provide alternative solutions. |

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| Related Documents |

[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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