# Compass - Return Rx - Member Wants Original Rx Mailed Back

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**Description:** Process to use when a member requests that an original prescription (Rx) they mailed in be returned to them.

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| Reminders |

The request may be in response to a Return to Participant (RTP) letter or Communications Messaging Platform (CMP) notification that their prescription could not be filled and is available for return at the member’s request.

* If the member requests the prescription be returned before they receive the RTP letter, they will still receive the RTP letter separately from the returned prescription.
* The member can disregard the RTP letter if they have already called us to have their prescription returned.

Prescriptions faxed, phoned, or electronically provided by the prescriber (eFax, eScript) **cannot** be returned.

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| General Information |

Customer Care will use the **Other Actions** button in Compass to return an original prescription. The **Other Actions** button on the **Order Status** screen will be:

* Active for paper prescriptions that have never been filled by the mail service pharmacy.
* Deactivated for the following prescription types:
* Faxed, phoned, or electronic prescriptions, which cannot be returned.
* Prescriptions currently in process. These must be cancelled first by the CCR.

**** There is no Support Task associated with requesting the original prescription. If the Return Rx button in Compass is not available, then the prescription is ineligible to be returned. Do NOT submit any Support Tasks for these requests.

If the member wants a **copy** of the prescription, refer to [Compass - Prescription (Rx) Copy Request (062870)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e8a4272a-9dd0-4b49-a169-db4f728150a2).

When a member requests the prescription be returned, click the **Other Actions** button. An additional eligibility check will then occur.

* If the Rx is **eligible** to be returned, a success message will display.
* If **ineligible**, a failed message will display with the reason stated, the CCR will advise the member accordingly.

Member wants the original prescription returned. They do not want the medication filled through home delivery service.

**Note:** We can only return the original prescription to the member if it has never been filled by the pharmacy.

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| How to Request a Prescription Original |

Perform the following steps should a member request a prescription original:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, click on the **Mail Order History** tab.  **Result:** Mail Order History Screen displays. | |
| **2** | Locate the prescription and the order number in question and click on the Order Number hyperlink.    **Result:** Order Details Screen displays. | |
| **3** | From the Order Details screen, click the **Other Actions** button and select **Return Hard Copy Rx to Member**.  **Note:** If the option for Return Hard Copy to Member is disabled, the Rx is either not a paper prescription, has been filled before, or is still in process. Research and advise the member accordingly.  There is no Support Task associated with requesting the original prescription. If **Return Hard Copy Rx to Member** selection in Compass is disabled, then the prescription is ineligible to be returned. Do NOT submit any Support Tasks for these requests.    **Result:** Messaging appears. | |
| **4** | Review the messaging and advise the member accordingly. | |
| **If the message indicates…** | **Then the request…** |
| Return Hard Copy Rx to Member is requested successfully | Advise the member the request has been submitted successfully and they will receive the prescription in the mail.  **Note:**  Return Hard Copy will send the Rx to the last address the order was placed or pending to be sent to. |
| Return Hard Copy Rx to Member failed due to <reason stated> | Advise the member that, due to the reason provided, the original prescription cannot be returned. |
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| How to Verify a Prescription was Returned |

Perform the following steps to verify whether a prescription was mailed back to the member:

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| **Step** | **Action** | |
| **1** | Click the **Mail Order History** tab and locate the prescription and the order in question.   * If the order is cancelled, review the Received Mode column to determine how we received the prescription. | |
| **2** | Click the **Rx# hyperlink**. | |
| **3** | In the Claims Details, on the Quick View tab, determine if the prescription is Controlled or Non-Controlled. | |
| **If the…** | **Then…** |
| Prescription was received via ‘MAIL,’ or is a C2 | Review Member’s Recent Cases and Mail Order alerts to determine if anyone has requested the hard copy to be returned to the member.   * If the prescription has not been requested to be sent back to the member, it can be restarted, refer to [Compass – Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed), continue to step 4. |
| Prescription is not a C2 and was received via ERX, Fax or Phone | The prescription can be restarted. Refer to [Compass – Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed), continue to step 4. |
| Order is notated that the prescription was sent back to the member | * If the medication is a C2, advise the caller to obtain a new hard copy to mail in or have provider send via ERX. * If the medication is not a C2, offer to send a New Rx request or advise the provider can send a New Rx via ERX, fax, or phone or they can obtain a new hard copy from the provider and mail the new prescription to us. |
| **4** | Proceed to placing order via Offline Refill Support Task if eligible and provide member TAT for order to be restarted.   * If not eligible, please advise the member that we will need a new prescription.   **Notes:**   * The only reason we would need a new prescription is if the member has requested it be returned. Members are sent a letter when hard copy orders are cancelled and are required to initiate the prescription return on their own. We do not automatically return hard copy prescriptions. * C2 prescriptions must still be in date. Review the applicable document below to verify the prescription has not expired in accordance with the individual member’s state law. Refer to [Compass – Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958). | |

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| Additional Scenarios |

Refer to the following scenarios and instructions when applicable to the member’s situation:

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| **If…** | **Then…** |
| Original Prescription Unable to Be Returned | If the original prescription cannot be returned, we can still send a copy of the prescription if the member wishes to review it or keep it for their records. Consult with the member about why they wanted their prescription returned and offer a copy if appropriate. Refer to [Compass – Prescription (Rx) Copy Request (062870)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e8a4272a-9dd0-4b49-a169-db4f728150a2).   * If the member intended to fill the prescription at another pharmacy, offer options for obtaining a new prescription. A prescription transfer may also be possible, refer to the applicable link(s) below:   + [Compass – Prescription (Rx) Transfer (053932)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e31ea60-77a3-4bb9-a619-7340ebf57484)   + [Compass – Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d) |
| Order in Process or Rx on Hold Until/Future Fill | For scenarios in which an order is in process or Hold Until/Future Fill, cancel the order first. Once the **Order Status s**creen is updated to show the cancelled status, click the **Other Actions** button and select Return Hard Copy Rx to Member to complete the request.  Refer to [Compass – Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02). |
| Rx on Indefinite Hold, DPR Hold | Prescriptions on Indefinite Hold or **DPR** Hold (Delayed Prescriber Response) can be returned by clicking the **Other Actions** button and selecting Return Hard Copy Rx to Member. However, keep in mind that there may have been issues with the prescription. For example, a prescription placed on DPR Hold may have been incomplete or illegible, requiring clarification from the prescriber.  Refer to [Compass – Delayed Prescriber Response/Prescriber Holds (057051)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=101f5c27-321e-427d-86e2-715d4e62b660). |

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| Resolution Time |

Up to 10 business days

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| Related Documents |

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

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

[Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b)

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