# Compass - Safeguarding Members with Quality and Care (Class 1 Error)

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**Description:** Information and examples of what makes up the Class I Errors and reminders about placing an order. Our members rely on our PBM colleagues to interpret and fulfill their requests accurately. A Class 1 Error is any employee error that is deemed “clinically significant” or may pose potential danger to a patient.

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| Class 1 Errors |

We are committed to the safety and welfare of our members. When processing any transaction on behalf of the member it is critical that colleagues:

1. Listen carefully to fully understand the member’s request or unstated need
2. Follow the PBM established step by step work instructions
3. Pay close attention to detail when processing transactions on behalf of the member to ensure accuracy and member satisfaction

Class 1 errors may occur because of various employee errors that include, but are not limited to, Home Delivery, Clinical, and Customer Care operations.

Some potential Customer Care errors that could be deemed Class 1 include but are not limited to transactions that result in:

* Incorrect Medication
* Incorrect Medication Strength
* Incorrect Directions
* Incorrect Patient Name

**Note:** For tips on preventing the following errors, refer to [Compass Preventing Class 1 Errors (075486)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e71454da-da8b-4ee3-abc8-6c2eb4f75949).

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| Examples |

Each of the following examples represents a situation that could result in a Class 1 Error:

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| **Example 1: Incorrect Drug Strength**  A member calls in to request a refill for their Losartan medication. After authentication, CCR selects the first listing of the Losartan ( 100 MG) and does not see the second line item which has a different strength ( 50 MG). Representative processes the order.    **Opportunity for Improvement:**  According to the [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) work instruction (Step 9), review and confirm the order to the member and verify the details for each prescription you are ordering for the member, including the Drug Name, Strength, Available Fills, Quantity and Days’ Supply. This will ensure that the correct drug strength is being ordered for the member. |

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| **Example 2: Incorrect Member Selected**  A member calls in to order a new prescription for their family member. They authenticated and the CCR determines that a DPC Requested Support task needs to be submitted for the prescription. The CCR begins to enter the task by navigating to the Claims Landing Page and using the row level action dropdown to create a support task from an existing claim but does not select the family account from the View by Member or Family dropdown. The task is submitted and the CCR ends the call. We request the prescription from the provider for the member rather than for the family member.    **Opportunity for Improvement:**  CCRs should verify that the correct member is highlighted at the top of the screen. This will help to ensure that new prescriptions are requested for the correct member. |

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| **Example 3: Incorrect Drug Name**  A member calls to place a Refill for their Atorvastatin. The CCR authenticates the member and selects the next line item for Rosuvastatin instead. The CCR submits the order to be refilled for the incorrect medication.    **Opportunity for Improvement:**  Refer to **Step 9** in [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) and review and confirm the order to the member and verify the details for each prescription you are ordering for the member, including the Drug Name, Strength, Available Fills, Quantity and Days Supply. This will ensure that the correct drug is being ordered for the member. |

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| Action |

It is **critical** that CCRs select the correct drug/strength that the caller is requesting and place the support task for the correct family member when placing refills and/or FastStart.

Complete the steps below:

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| **Step** | **Action** |
| **1** | **Clarify** the member’s needs and request. |
| **2** | **Verify** the prescription details (strength, quantity, etc.) when selecting a drug. |
| **3** | Review and confirm the prescription details from the Refill Rx – Verify screen **before** submitting the order. |
| **4** | Document all actions taken in Compass before exiting the member’s account. |

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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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