# Compass - Multiple Requests for the Same New Prescription

[During Business Hours Process](#_Toc177635236)

[Related Documents](#_Toc177635237)

**Description:** Provides the steps to when a member has sent in multiple requests for a new prescription (Rx) that we have not received and how to ensure that the member’s request is processed.

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| During Business Hours Process |

If the call is after FastStart’s business hours (Monday to Friday: 8 am to 6:30 pm CT), simply send a new prescription request. Refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). If the call becomes escalated or if the member informs you that the doctor's office hasn’t responded to other requests of this nature, warm transfer the call to the Senior Team for further handling.

Perform the steps below:

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| **Step** | **Action** | |
|  | Locate and view the member’s account in Compass. Review to determine if we have received a request for the prescription(s) in question to validate the status. Refer to [Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8).   * If the order has been processed or is in hold status, notify the member. * If the order has not been received, ask if they have sent the request more than once. * If yes, proceed to the next step. * If no, ask if the request was sent at least 14 calendar days ago. * If yes, proceed to the next step. * If no, ask them to call back after 14 calendar days since the mail date.   **Exception:**  If the member has less than 5 days on hand. Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9). | |
|  | Determine if the medication may be one of the following:   * [Compass – Identified as Duplicate Archive Error CCR (062838)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b2c83da-f6be-4d4a-83cd-ce3d6a537bd3) * [Compass Missing Not Translated Prescriptions (065140)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74a975fe-b53b-4968-9d9b-08664a1b37a1) * [Compass – Order Not Showing in System (065174)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=52dbbdad-7f7f-4930-bdb6-9a6c9a2f8cfb) * If the prescription falls under one of the above situations, **STOP** and follow the appropriate work instruction to assist the member. * If the prescription does not meet the criteria for one of the above situations,continue to the next step. | |
|  | Obtain the prescriber’s information, including name, telephone number, and hours of operation. | |
|  | Verify the member has no other questions or concerns. | |
|  | Inform the member that you will reach out to the doctor's office and attempt to speak with someone who can provide a new prescription. Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0). | |
|  | Contact the doctor’s office.   * If the call is answered, follow the Outbound Phone Calls section of [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd).   **Example:**My name is <colleague name>, I am calling from <PBM name>, The reason I am calling today is <reason>.   **Disclaimer:**I need to let you know that this call is being recorded or monitored for quality purposes.  If the call is not answered, do not leave a voicemail. Provide the member with the Customer Care phone number listed in the Client Info section of the CIF (Client Information Form).     Verify the correct member has been located before proactively providing member information.  Suggest that the member review Caremark.com within 48 hours to determine if their doctor’s office has processed the request. If not, encourage the member to follow up with their doctor’s office to determine if they were able to process the request. If the member is showing as “Not Registered” for our Web Portal, offer to send a Quick Registration link, when applicable, to their email address or cell phone. Refer to [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a).  Refer to the steps below based on the response from the doctor's office: | |
| **If the doctor’s office is…** | **Then…** |
| **Able** to provide a new prescription | 1. Obtain the first and last name of the person with who you are speaking. 2. Ask them to hold so that you can connect them with a pharmacist or technician who can take the information over the phone. 3. Place the doctor's office on hold and return to the member. **Do not** conference the two lines. 4. Inform them that you have someone on the line who can call in the Prescription.   I have the doctor's office on hold and need to transfer them to the team who can take the new prescription. The turnaround time for the prescription to populate in our system is within 24-48 hours, and you will be able to view that on the pharmacy web portal after that. At this time, I need to disconnect this call so that I can transfer the doctor's office to the correct team.   1. Disconnect the call with the member. 2. Return to the doctor's office and advise you are transferring them to FastStart and provide the contact number for future reference or if the call is disconnected. 3. Warm transfer the call to [FastStart (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). |
| **Unable** to provide a new prescription | 1. Obtain the first and last name of the person with whom you are speaking. 2. Provide the following information to the person on the line from the doctor’s office for the prescription that needs to be sent in:  * Member’s Full Name * Member’s Date of Birth * Name and Strength of the medication * FastStart’s prescriber-only phone number **1-800-378-5697** and fax number **1-800-378-0323**  1. Ask the doctor’s office for the expected turnaround time when the prescription will be called or be sent in. 2. Return to the member and inform them of the results of the call as well as the name of the person whom you spoke. Advise that if the new prescription does not display on Caremark.com within 48 calendar hours, they will need to follow up with the doctor’s office to make sure they do not need to be seen in the office before a new prescription can be requested. |

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

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

[Top of the Document](#_top)

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