# Compass - Inactive Account With A Past Due Balance

[Process](#_Toc179358722)

[Related Documents](#_Toc179358723)

**Description:** How to handle an inactive account that has a past due balance.

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| Process |

Complete the following steps:

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| **Step** | **Action** |
| **1** | Search for the member’s account.    **Note:** You may need to select inactive to find the member’s account. |
| **2** | From the Claims Landing Page Quick Actions panel, click the **Current Balance** hyperlink.    **Result:** Compass displays the member’s transactions:   * Date of transaction * Transaction type * Status (Pending/Complete) * Order # (hyperlink to Order Details) * Payment Confirmation # * Comments * Amount * Balance |
| **3** | Review to determine if the balance is within 30 days past due.   * If yes, refer to [Compass - Mail Order Payment History Screen (053927)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2)to make a payment. * If no, advise caller that they would need to follow up with the client as we would have billed them for the past due balance. |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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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