# Compass - Order Not Showing in System

[Process](#_Toc160092838)

[Resolution Time](#_Toc160092839)

[Related Documents](#_Toc160092840)

**Description:** Procedure when a call is received from a member who is checking on the status of their order, and the order has not been received or entered in the system.

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| Process |

Perform the steps below:

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| **Step** | **Action** | | | |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab. | | | |
| **2** | Locate the order with the prescription(s) the member is inquiring about by clicking the chevron arrow next to the **Order Number** link(s) to expand/collapse a preview of the prescriptions in each order. | | | |
| **If the order…** | **Then…** | | |
| **DOES NOT** display in Mail Order History | Prescriptions received by phone, fax, or eScribe should appear in Compass within 48 hours. Rx Translation can take up to four (4) business days. Educate the member on the 5-day turnaround time, then investigate as appropriate.   * Review Member Alerts in Compass to see if there are **Alert Details** regarding FastStart. Refer to [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) as needed.      * Orders that were recently placed through Outbound IVR phone call, text, or Caremark.com will not immediately show on the **Mail Order History** tab in Compass or for the member on the website for up to 4 hours. Refer to [Compass - Viewing Member's Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass (056036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ab5a6f09-8f08-424b-bff7-b1aa5cfc4d6a). * Search Compass to verify that the member does not have any additional active or inactive accounts and ask the member if there has been any recent name change.   + If the member has another active account, verify that the prescriptions are being processed appropriately. If not processed appropriately, refer to [Compass - Copay Mail Order Reverse and Reprocess Claim (058123)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bf4c270a-9562-4abf-9cea-dd6ee5f1293c).   + If the member does not have another active account, proceed to the next step. | | |
| Was archived in error | 1. Review the Member Alerts. If found, assure the member that their prescription has been received from the prescriber, and we will work to get it to them as quickly as possible. 2. Contact [Clinical Care Services (062778)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d2dab105-056c-45be-b28b-bfad61c60a2f) to request a rescan of the archived prescription. Refer to [Compass - Identified as Duplicate Archive Error CCR (062838)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b2c83da-f6be-4d4a-83cd-ce3d6a537bd3). | | |
| Was mailed, called in, faxed in  or  e-scribed **LESS than four (4) business days** prior to call | Prescriptions received by phone, fax, or eScribe should appear in Compass within 48 hours. Rx Translation can take up to four (4) business days to process. Educate the member on the 5-day turnaround time, then offer the following options:   * The member can sign up for Messaging Platform (MP) alerts to receive automated calls, text messages, or emails concerning their order. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706). * The member can check Caremark.com/Member Web Portal for the status of their order.   Sample member education scripting:  I do not yet show your order in the system. It normally takes approximately 3 days for mail to arrive at our facility, and it takes an additional day for the information to appear in our system. Signing up for Messaging Platform alerts allows you to be notified by the communication preference of your choice when your order has been entered into our system for processing. | | |
| Was mailed, called in, faxed in or e-scribed **four (4) business days or more** prior to call | **For refills:**   1. Place the refill order in the system, as long as the prescription has not expired and there are refills remaining. 2. Verify days’ supply of medication on hand. If insufficient to allow receipt of order, offer short-term supply at retail when appropriate and within plan limits. Refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b).   **For new prescriptions or prescriptions that are expired/out of refills:** Initiate a new Rx 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).  **Controlled Substances:** DEA requires pharmacies to complete a complex approval process before they are allowed to receive electronic prescriptions for controlled substances.   * Any new prescriptions mailed in may take up to 5 business days to process before they ship out. Controlled medications, especially Schedule 2, may take longer to process here as they have more restrictions than other controlled substances. Refer to [Compass - Identifying Controlled Substances (057979)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=52472a65-b1b1-4026-b85e-816a2c329d9e) as needed. * For additional information about orders involving C2-C5 controlled medications, refer to [Controlled Substance Information (C2-C5) (062851)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43924b4f-9576-4024-93db-2b594c89bb00). | | |
| **3** | 1. After determining that the PBM will contact the member's prescriber for a new prescription, run a [Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) for drug coverage and copay. 2. Advise the member of Test Claim results, drug coverage, and pay amount. | | | |
| **4** | **Inform member of required disclosures.**  Please note the prices quoted are estimates and may not reflect your actual out of pocket costs.  **CCR:** Advise the member of Test Claim results, drug coverage, and pay amount. | | | |
| **5** | Determine days’ supply on hand with member to determine whether two prescriptions are required (1 for Mail Order and 1 for Retail).   * If short-term supply is needed and eligible at retail per the CIF, obtain name, address, and phone number of pharmacy. Also refer to [Compass - Bridge Supply (056367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ecd7b05-8aed-4dbd-b4ef-8cb4912a543b). If a Bridge Supply is not an option, refer to to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9)for additional options. | | | |
| **6** | 1. Navigate to the Member Snapshot Landing Page and review the **Contact Information** panel. 2. Verify address information.  * If address is incorrect, refer [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906). | | | |
| **7** | From the Member Snapshot Landing Page, click the **Mail Order Payments** tab located on the center panel and verify payment information. | | | |
| **If member is using…** | | **Then…** | |
| New payment method (credit card, electronic check) | | Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | |
| Existing payment method | | Verify the last four (4) digits and expiration date for credit cards and the financial institution and account type for electronic checks. | |
| Any other form of payment | | Inform member that they will receive an invoice with the order, and payment should be remitted upon receipt. | |
| **8** | Add a Case Comment with the following information:   * “CC provided”, “E-check provided”, or “New Rx – Fill & Bill” * Information verified to identify the payment type, if applicable. * Address verified (for appropriate member) | | | |
| **9** | Verify with the member that the information on the previous Rx is still valid:   * Drug name * Drug strength * Drug quantity * Directions * Prescriber’s name * Prescriber’s office phone number | | | |
| **If…** | | | **Then…** |
| Prescription and prescriber information is the same as the previous Rx | | | Continue to Step 10. |
| Prescription or prescriber information is different | | | Refer to the [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). |
| **10** | Inform the member that a fax will be sent to the physician regarding their prescription.   We will reach out to the prescriber twice via fax within the next 5 business days. Faxes are typically received by the prescriber within 24 hours. We will reach out to you if we don’t get a response from the prescriber. If we receive the prescription from the prescriber, it will process within 5 business days, and will ship from our pharmacy the next business day.  **CCR:** Advise member that we will request a prescription for 90-day supply/3 refills, and if appropriate, a prescription for a short-term supply to be obtained at a retail pharmacy (if member is in short supply of medication).  Refer to [Compass - Member Low or Out of Medication (063003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91f73b9d-e568-48dd-9ab4-88cb2654d4c9).  **Note:** If this is a Controlled drug, review [Compass - Controlled Substance State Laws (058033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76fe19d9-b159-43a4-9db5-077ba1f6a958). | | | |
| **11** | Advise the member they can check the status of their order and information on shipping at Caremark.com. | | | |

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| Resolution Time |

Refer to [Compass - Order Shipping Turn Around Time (TAT) (062824)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31ee69db-e3d5-4717-b336-23ca51f1191e).

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| Related Documents |

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

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

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