# Compass - Maintenance Choice (MChoice) Rx Transfer

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**Description****:** Outlines the process of initiating a Mail to Retail Maintenance Choice (MChoice) prescription (Rx) transfer. The MChoice program provides participating plan members with the choice of receiving 90-day maintenance prescriptions through our Mail Order pharmacy or at our Retail pharmacy for the same copay.

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| Reminders |

* Both Retail and Mail fills will apply to Grace Fill limits. Refill limits counts are based on GPI 14 and the number of times a member fills a unique GPI within a rolling 12-month period. Refill counts restart if the member does not fill the GPI 14 for 365 consecutive days.

 Ensure the plan is active. We cannot process an Rx Transfer on an inactive plan. The following message will display on inactive plans: “Expired eligibility period. No mail benefits available.”

* MChoice 90-day refills are available via select participating pharmacies, including but not limited to, CVS Caremark Mail Order, all CVS Retail pharmacies, including those inside of Target stores, Costco Pharmacy, Kroger and select independent pharmacies.
  + Refer to [Compass - Pharmacy Search and Details (057995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ede79ef0-e196-481c-9f1b-c4ea562d9025) to search for a pharmacy using the locator tool. Participating pharmacies are indicated by “Maintenance Choice” in the Programs column.
* Not all clients or programs utilize CVS Caremark for their Mail Order service. Always check the Client Information Form (CIF) and run Test Claims to confirm coverage.
  + Most plans offer either two or three “grace fill” 30-Day (retail or mail) refills per medication at any in-network pharmacy before moving to 90-Days at a select participating pharmacy (CVS Retail, CVS Caremark Mail, Costco Pharmacy, or select independent pharmacies, etcetera). Review CIF to see the ‘Fill Limitations’ for each client and confirm coverage via Test Claims.
* Once all grace fills have been exhausted, 30-day fills will reject. Check the CIF to see if the plan allows the member to Opt-Out. Refer to [Compass - Maintenance Choice (MChoice) Opt Out (053799).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=071ddb5a-1f72-4cef-baa6-5164c512e782)
* The new pharmacy receives the Rx from the original pharmacy.
* When an Rx is transferred, all the remaining refills are transferred.
* **Exception:**  New York State only allows **one refill** of an Rx to be transferred.
* [Specialty medications (058175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=845064bd-8ae0-4d30-af0a-e21d6d81933c)are not subject to Maintenance Choice rules. View CIF to confirm Specialty coverage and pharmacy details.
* There may be instances when the local Retail pharmacy does not have the requested medication in stock. Controlled Substance (C3-C5) can only be transferred once. If the member is concerned about the availability of a medication, they can contact the local Retail pharmacy to confirm availability and then initiate the Maintenance Choice Transfer.

**Note:** The following prescriptions can **NOT** be transferred:

* Certain medications (such as narcotics (C- medications), specialty medications, antibiotics, etcetera) may be limited to 30-Days supplies or less. These medications should already be excluded from the Maintenance Choice program and should allow processing at 30-Day supply (or as required based on the medication). Contact Clinical Care for questions about state/federal laws for medication dispensing. If they confirm this medication must be dispensed in a limited Days’ Supply, and a test claim showing Maintenance Choice is required, contact Senior Team for possible Account Manager notification.
* Prescriptions that are expired or have no refills.
* C-2 Controlled Substance Rx
* Compounded Prescriptions
* **Exception:** C-3, C-4, C-5 prescription that has not yet been filled at the current pharmacy. DEA allows the transfer of an Rx ONE-TIME only for medications in schedules C-3, C-4, C-5.

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| Initiating an MChoice Mail Order Rx Transfer to Our Retail Pharmacy |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the **Mail Rx** tab on the **Claims Landing page**, check the box next to the **Rx #** for each medication the member would like to be transferred, then click **Add to Selected Rx(s)**.  Once all Rx’s are added to the Selected Rx(s), click **MChoice Transfer**.  **Notes:**   * The **MChoice Transfer** button is enabled only for MChoice eligible members. * The MChoice Transfer can be initiated for multiple members at once. * If Rx has an error, refer to the [Scenario Guide](#_Scenario_Guide).       **Result:** The Select Retail Pharmacy screen displays, indicating to select a pharmacy. The screen displays the three nearest Maintenance Choice pharmacies within 10 miles of the cardholder’s address. |
| **2** | Determine if the member’s requested pharmacy displays in the list.   * If no pharmacy displays, click the **Find Another Pharmacy** hyperlink to locate the pharmacy.     **Note:** Click **Cancel** to rescind the Maintenance Choice Transfer. |
| **3** | Select the pharmacy where the member will be filling their medication, then click **Next**. |
| **4** | Review and confirm the information displayed on the **Confirm Transfer to Retail Pharmacy** screen:   * Selected Retail Pharmacy * Member’s phone number * Prescriptions to be transferred.      * If the member’s phone number needs to be changed, click the drop-down menu to select from existing phone numbers on the member’s account.      * If the phone number, the member provides is not available to select:   1. Click **Add/Update** to add the new/updated phone number to the member’s account. Refer to [Compass - Add / Edit / Delete Phone Number (053256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c37d4289-63b2-4732-a35c-c411cc26a29c) for more information as needed.   2. Click **Refresh for Updates** to add it to the drop-down menu.   3. Click the drop-down menu and select the newly added/updated phone number.   4. Proceed to the **next step**. |
| **5** | Click **Transfer** to complete the MChoice Rx Transfer request.  **Notes:**   * Click **Cancel** to rescind the Maintenance Choice Transfer. * Click **Previous** to go back.   **Result:** When the transfer is complete, the system will display the following message: “Transfer Request has been submitted, please allow 2 business days for the request to be processed”, and the Claims Landing Page will display.    If a “Transfer Failed” message displays, do not contact the Service Center, or make any reference to the failure message while speaking with the member. There are system checks in place that ensures that the issue causing the failure message is addressed offline by the appropriate department. If failure occurs, go to **next step**. |
| **6** | Advise the member that the Rx Transfer to the Retail pharmacy has been initiated and will be processed within 2 business days.  **Note:** The member can contact the Retail pharmacy directly for updates. |

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| Scenario Guide |

Refer to the following scenario as needed:

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| **Scenario** | **Action** |
| **Prior PBM Rx unable to be refilled.**  If a Prior PBM Rx is unable to be filled, an  icon will be located next to the **Rx #** hyperlink. | Select the checkbox next to the **Rx #** to display the Rx error message.  **Notes:**   * The Rx error message will remain open until the agent dismisses the message. After closing the Rx error message, Compass will deselect the Prior PBM Prescription that was selected. * If no error reason is present in the Rx error message, a link to the Rx’s prescription details is available for more information. * A description of the icon  will be located below the **Prior PBM Rxs** table.      * Once **MChoice Transfer** is clicked, an **Ineligible for MChoice Transfer** popup will display. Click **Close** to exit the popup. |

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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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