**Compass - Auto Refill Program (ARP) Job Aid**

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**Description:** Additional information to assist you with the Auto Refill Program (ARP).

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| **Enrollment Criteria** |

To enroll in the Auto Refill Program (ARP), a member must have:

* A shipping address on file.
* Messaging Platform (MP) selected for Order Status alerts. Ask for email address, if not on file.
* Secure Message Center alerts.

**Note:** The member is not required to be enrolled on Caremark.com.

Not all mail service prescriptions are eligible for enrollment into the Automatic Refill Program. Medications ineligible for the program may include, but may not be limited to:

* Controlled substances.
* Specialty drugs.
* Prescriptions covered by certain government payers, including Medicare Part B.
* Medications that have not shipped at least once from the Caremark mail pharmacy.

The state of California (CA) requires all pharmacies to maintain annual member consent for medications enrolled into automatic refill/renewal programs. Members will receive a communication informing them that their Rx has been disenrolled from ARP and Rx-level comments in PeopleSafe/Compass will display: “Rx disenrolled due to state regulations. Member must re-enroll to continue receiving automatic refills.“

* Refer to [Automatic Refill Program: California Regulatory Changes to Medication Exclusions Job Aid (070485)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4346e7df-7d22-4e8f-8229-8f9421cadb34) for additional information as needed.

Refer to the following additional documentation as needed:

* [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6)
* [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906)
* [Compass - Add / Edit / Delete Email Address (053409)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e01087c4-421c-4330-bcb3-81cb8cb45762)
* [Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c)

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| **Disenrollment Information** |



Disenrolling from Auto Refill or Auto Renewal may place in-process orders on indefinite hold. Check Order Details (from Mail Order History) to determine hold status. For additional information, review [Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c) section titled Enrolling or Disenrolling Auto Refill Without Placing an Order - Auto Refill/Auto Renewal Maintenance as needed.

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| **Member Education on the Auto Refill Benefit** |

Offer/recommend Auto Refill only when:

* The opportunity is listed under Opportunities in Compass. Refer to [Compass - View and Present Opportunities from the Health Engagement Engine (HEE) (053429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=511e28f5-2757-4292-8353-4e3cf171e180).
* The member asks about automatically refilling their prescriptions.

**Note:** Anyone who is fully authenticated and is authorized to order a refill for a member, can enroll or unenroll a member in Auto Refill.

* To protect patient privacy, the caller must positively identify, without prompting, all medications by Rx name and/or Rx number that they would like to be enrolled or unenrolled for the member.

**Explain the benefits of the program.**

 We have an automatic refill program to help ensure you do not run out of your medication. We will send you an email, call, or text 23 days before your refill is due. Once you receive that message, you have 16 days to cancel or make changes to your order before it is processed and shipped to you. When your prescription expires or is out of refills, we will contact your doctor to get a renewal.

**Note:** Members do not well understand the term “automatic renewal.” Bundle automatic refill and renewal into a single description for the member. If the member agrees to enrollment, enroll the member in both Automatic Refill and Automatic Renewal.

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| **Messaging Platform (MP) Notifications for AutoFill** |

* When an ARP order is generated, it is placed into Future Fill and the MP notification is sent to the member.
* Members should be encouraged to select **Email** as the preferred method of contact for these notifications if they do not wish to also receive written communications via mail notifying them of their Auto Refill. Ask for email address (if not already on file).
* If the member has selected Telephone Calls and or Text Messages as the preferred method for receiving notifications, they will receive written communication 30 days in advance of the anticipated shipping date (in addition to their standard MP Messaging). The letter will contain an Opt-Out Form.
* Refunds will be issued for late cancelations via the form if the form was received within the timeframe documented on the form if the request was not completed by offline support on time.
* Auto refill orders will use different days’ supply criteria to determine when the next automatic refill order should begin.
* All Auto Refill orders will start 23 days prior to the member running out of medication.
* Prescribers are contacted for all auto renewal orders after the order releases from the FTC holding period. The prescriber is given 8 days to respond before placing the prescription into doctor hold.

A screenshot of a web page

AI-generated content may be incorrect.

The Messaging Platform (MP) notification timing depends on the delivery method selected by the member:

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| **If the member has selected…** | **Then…** |
| **Email** as the delivery method for ARP notifications | MP allows **sixteen (16)** days for the member to cancel the order if it is no longer needed.    Notifications will be sent to the member based on the time schedule below for Auto Refill:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to member running out of medication. |
| **Telephone Calls** or **Text Message**as the delivery method for ARP notifications | The member will receive a phone call or text message 23 days in advance of their auto refill.    Notifications will be sent to the member based on the time schedule below for Auto Refill:   1. CMP Notification sent 23 days prior to running out of medication. 2. Order Creation 23 days prior to running out of medication. 3. Order begins to process 7 days prior to member running out of medication. |

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| **Returned Goods** |

If a member returns two (2) Auto Refill prescriptions within a rolling one-year period without a valid reason (**Example:** Error made by CVS Caremark), the member will be restricted from using the program in the future.

* The member will receive a letter stating that they have been removed from the program and will need to manually request their prescription refills in the future.
* Compass displays the message PARTICIPANT RESTRICTED, and all checkboxes for eligible prescriptions will be disabled, preventing them from being enrolled in the program.

**Note:** As a general rule, no credits will be issued for returned orders.

If a call becomes escalated because a member has been restricted from the program and wants to discuss re-enrollment in the program, submit an Offline Refill Support Task. Refer to [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed)section titled Offline Refill Using the Create Support Task Button as needed**.**

Include the following information:

* Message “Forward request to PS Supervisor.”
* Reference the program and the reason for requesting removal of the restriction.
* Reason the medication was returned by the member.

**Note:** When submitting the Support Task, ensure the Reason field selected is System Error on Refill Screen.

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| **Reporting Auto Refill Issues** |

If the member wishes to file a formal complaint about Auto Refill, refer to the task type Suggestions in [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98) for instructions on submitting complaints.

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| **Carrier to Carrier Moves & Auto Refill Enrollment** |

From year to year, some clients make benefit changes that require we transition their members from one carrier code to another.

As an internal process for **Auto Refill**,our systems do require that we re-enroll our members for auto refills under their new account. We have a team that handles this although we can only re-enroll them on a prescription-by-prescription basis after a prescription has been filled for the first time on the new account.

Because of this, prescriptions that have not yet been filled but are signed up for auto refill, will not appear to be signed up online for members or in Compass for Care Representatives on the new account. Once the prescription is filled on the new account, the member will be re-enrolled in Auto Refill for the filled prescriptions within 30 days of the prescription fill, and then all Auto Refill info for the prescription will be visible to members online and for representatives in Compass.

**Notes:**

* During this time, representatives can pull up the member’s account under the prior carrier in Compass if there is a need to validate the prescriptions enrolled in ARP.
* Prescriptions may not appear to be enrolled in Auto Refill online for a period of time during a new year until they are filled.

**Advising Our Members:**

* Please apologize to members for any inconvenience this may cause.
* Assure the members that Auto Refill will continue for any prescriptions that have previously been enrolled, and that they will eventually be able to see the Auto Refill enrollment status of their prescriptions online within 30 days after the first fill of each prescription.

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| **Questions & Answers** |

Enrollment questions and answers follow:

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| **#** | **Question/Statement** | **Answer** |
| **1** | **Are there additional costs for enrolling in the Auto Refill Program?** | No. The program is offered free of charge. |
| **2** | **How do I enroll in the ARP Program?** | I can enroll your prescriptions right now over the phone. Or if you prefer, you can enroll them online on the secure member website at Caremark.com at your convenience. |
| **3** | **Can all of my medications be included in the Auto Refill Program?** | The automatic refill option is available for most medications. Certain medications, including but not limited to, controlled substances, specialty drugs, and others, are not eligible for Auto Refill Program enrollment. |
| **4** | **I tried to enroll my prescriptions in the Auto Refill Program online, but the website said I was restricted from the program.** | I apologize for the inconvenience; however, the goal of the Auto Refill Program is to ensure that you receive your medications automatically when you need them. Since you have returned prescriptions to us that were sent out as part of the Auto Refill Program, this indicates that the automated program is not a good fit for you. For future orders, you will need to manually request the refills to ensure that you only receive your prescriptions when you need them. |
| **5** | **When signing up for the Auto Refill Program for a spouse, would the spouse need to give the approval to us before doing so, not just asking the procedural verification question of the caller “Are they aware you are calling on their behalf?”** | Anyone who is fully authenticated and is authorized to order a refill for a member, can enroll or unenroll a member in Rx Autofill.   * To protect patient privacy, the caller must positively identify, without prompting, all medications by Rx name and/or Rx number that they would like to be enrolled or unenrolled for the member. * Refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to determine who is authorized to request a refill on behalf of the member. |
| **6** | **I have a new member that participated in an automatic refill program at another pharmacy benefit manager (PBM), will drug level automatic refill/ renewal program enrollments be transferred to Caremark?** | No, it is not possible to transfer the enrollment of a prescription from an automatic refill/ renewal program at another PBM to Caremark’s Automatic Refill Program. Members coming from another PBM will have to re-enroll prescription(s) in the program after their first order or each medication ships from the Caremark mail pharmacy. |

General program questions and answers follow:

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| **#** | **Question/Statement** | **Answer** |
| **1** | **How do I know when an order will be created?** | A message is added to the Alerts tab of the prescription’s claim details page in Compass. These alerts provide the date in which ARP will create the order. They also indicate when an Rx was enrolled or unenrolled. Refer to [Compass - Search for Prescription and View Prescription Details (049990)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b672049a-a159-42e5-a395-7bdb0ed24fd8).   * **Accumulation Date (Automatic Refill Date):** This is the date that the next automatic refill/ renewal order will be created. This date is calculated in LINKS and based on a 365-day lookback of all mail activity (**Example:** Multiple mail fills). It includes both automatic refill activity and mail fill activity prior to the Rx’s enrollment in the automatic refill program.   A screenshot of a computer  AI-generated content may be incorrect.   * **Plan Coverage Date:** This is the earliest date that the plan will allow medication to be refilled. This is typically when 75-80% of the medication has been used but the trigger threshold can vary from client to client. This date is calculated by the RxClaim adjudication system and available in LINKS. Plan coverage date is based on utilization of the previous Rx fill (1 fill).   A blurry image of a computer screen  AI-generated content may be incorrect.  **Note:** It is not uncommon for a plan coverage date to be prior to the accumulation date. The most common cause for this is a member with a history of early refills prior to enrolling the Rx into ARP. If a member has filled early on past refills, the accumulation date will be pushed out into the future as the member should have medication on hand. |
| **2** | **Could the auto refill date change from what was originally shown in the prescription level comment or the member’s Rx label?** | Yes, the auto refill orders are scheduled based on the accumulation date. The accumulation date is based on a 365-day lookback of all mail pharmacy fill activity for that drug. See Question 1 above for instructions on accessing the accumulation date. |
| **3** | **Will you contact me when it is time to refill my prescription?** | Yes. You can select the type of communication that you would receive when your medication is due for refill. Options include an email, text message, or phone call (automated voice message). Keep in mind that you will only receive notifications for medications that you have chosen to include in the program. |
| **4** | **After I receive my refill message, how long will it take for the order to arrive?** | You can expect to receive your prescription within four weeks of being notified. Keep in mind that prescription refills require authorization from the prescriber. Refill processing times may vary depending on your prescriber’s response times. |
| **5** | **What should I do if I need to cancel a refill request?** | You will receive a notification via your preferred method of communication sixteen (16) days prior to an order being started in the system. During this time, you will have the opportunity to cancel the order by logging on to the secure member website at Caremark.com or by contacting Customer Care. Keep in mind that if you cancel an order, the prescription will no longer be enrolled in the Auto Refill Program.  If you need to order the prescription again in the future, you will need to manually place an order using the IVR, Portal, or by calling Customer Care. At that time, the prescription can be re-enrolled in the Auto Refill Program if desired. |
| **6** | **What if my prescriber responds to the fax or call after I have already had a new prescription written out? Should I still mail you the new prescription?** | No. If we have successfully obtained authorization from your prescriber to refill the prescription, you will not need to mail in the new prescription. If you have already mailed in the new prescription, our system will recognize that there is a duplicate order for the medication, and it will be returned to you. |
| **7** | **What should I do if my prescription does not arrive as indicated?** | You can log on to the secure member website at Caremark.com and proceed to the Order Medications page, then click on **Order Medications Online** and **Refill Mail Service Prescriptions**,or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **8** | **My prescriber changed my medication; how do I remove the previous medication from the program and replace it with the new prescription?** | You can log on to the secure member website at Caremark.com and proceed to the Order Medications page. Then click on **Order Medications Online** and **Refill Mail Service Prescriptions**. You can click on the box for your previous prescription to deselect it from the refill program. After deselecting the box, click **Continue** and proceed to the confirmation screen, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card.  To enroll the new medication, proceed to the Refill Mail Service Prescriptions page on the secure member website at Caremark.com and select the prescriptions you want to enroll, or you can call the toll-free Customer Care number on the back of your prescription benefit ID card. |
| **9** | **Is a provider required to respond to a renewal request using the CVS Caremark form or e-prescription communication to maintain ARP enrollment?** | No, the prescriber is not required to respond using the CVS Caremark renewal form or renewal e-prescription outreach. LINKS reviews all incoming prescription based on 11 unique criteria shown below. This allows the mail pharmacy to capture renewal requests regardless of if the form or initial e-prescription renewal outreach message is used.   1. Same Patient (BNF\_ID) 2. Fill days within the look back days 3. Not deleted Prescriptions 4. Active Prescriptions (with discontinue date > current date) 5. Dispense Quantity 6. Units Per Dose 7. Doses Per Day 8. Days Quantity 9. Non-Compounds 10. Same GPI 11. Same Brand/Generic Indicator   If the new prescription and old prescription match on all criteria above, then ARP enrollment will be transferred from the old prescription to the new prescription, and the old prescription will be discontinued. If the new prescription does not match all 11 criteria above, it will be treated as a new prescription and not enrolled into the Automatic Refill Program. Meanwhile, the old Rx will remain enrolled in ARP. |
| **10** | **How will the member know when an order will be created?** | When enrolled on the Auto Refill Program, the member receives their preferred Messaging Platform (MP) alert notifying them that an order has been created. They can then track the order progress via the Caremark.com Order Status screen. Prescriptions that are enrolled in ARP will include dates on the Rx label that are relevant to ARP instead of the next refill date. |
| **11** | **How will the member know when an order has been shipped?** | When enrolled on the Auto Refill Program, the member receives their preferred Messaging Platform (MP) alert notifying them that the order has been shipped. They can then track the order progress via the Caremark.com Order Status screen. The messaging identifies if prescriptions in the order are currently enrolled on the Auto Refill Program. |
| **12** | **Duplicate Prescriptions** | * If a medication is already enrolled in Auto Refill, the ARP enrollment checkbox for the duplicate prescription will be disabled. When you hover over the disabled enrollment checkbox, hover text will say Duplicate Prescription. * If you try to enroll multiple prescriptions for the same medication (GPI-14) in ARR at the same time, you will receive a pop-up message and be unable to enroll the duplicate prescriptions. * The LINKS Duplicate Rx Module reviews all incoming prescription based on 11 unique criteria shown below. This allows the mail pharmacy to capture renewal requests regardless of if the form or initial e-prescription renewal outreach message is used.  1. Same Patient (BNF\_ID) 2. Fill days within the look back days 3. Not deleted Prescriptions 4. Active Prescriptions (with discontinue date > current date) 5. Dispense Quantity 6. Units Per Dose 7. Doses Per Day 8. Days Quantity 9. Non-Compounds 10. Same GPI 11. Same Brand/Generic Indicator   If the new prescription and old prescription match on all criteria above, then ARP enrollment will be transferred from the old prescription to the new prescription, and the old prescription will be discontinued. If the new prescription does not match all 11 criteria above, it will be treated as a new prescription and not enrolled into the Automatic Refill Program. Meanwhile, the old Rx will remain enrolled in ARP. |

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| **Related Documents** |

* [Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c)
* [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)
* [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)
* [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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