**Compass MED D - Medicare D Alerts**

[Viewing Medicare D Alerts on Member Snapshot Page 1](#_Toc156861133)

[Viewing Medicare D Alerts on Member Snapshot Page via Privacy Records 1](#_Toc156861134)

[Viewing Medicare D Alerts on Medicare D Landing Page 1](#_Toc156861135)

[Adding Medicare D Alerts from Medicare D Landing Page 1](#_Toc156861136)

[Related Documents 1](#_Toc156861137)

**Description:** This document outlines how agents can View and Add Medicare D Alerts in Compass.

|  |
| --- |
| **Viewing Medicare D Alerts on Member Snapshot Page** |

To view Med D Alerts during a call, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Navigate to the **Alerts** panelin the top-left corner of either the Member Snapshot Landing Page or the Claims Landing Page.    Only active alerts will display in the **Alerts** panel. (Alerts transferring over from PeopleSafe without an expiration date do not display.)    **Note:**  If no Alerts display in the panel, the following message will display: “No records found”. |
| **2** | Review the **Medicare D** alerts in the **Alerts** panel. Agents can view the different types of alerts by clicking the appropriate tabs. Refer to [Compass - Viewing, Adding, and Editing Alerts 054194](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18).    **Notes:**   * Up to 25 alerts will display sorted by creation date (showing the most recent created at the top). You can use the scroll bar to view older alerts. * If no Alerts display on a tab, the following message will display: “No active alerts. Select View All for inactive alerts.” |
| **3** | Click the **View All** hyperlink.      **Result:** The **Medicare D Alerts** subtab displays. |
| **4** | Review the **Medicare D** alert details as needed.    **Notes:**   * If no Alerts display, the following message will display: “No records found”. * The **Search** button will remain disabled until agent specifies a date range. * To refine search criteria, enter a **Start Date** and **End Date**, then click **Search**. |

[Top of the Document](#_top)

|  |
| --- |
| **Viewing Medicare D Alerts on Member Snapshot Page via Privacy Records** |

To view Medicare D Alerts during a call, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Navigate to the **Quick Actions** panelonthe Member Snapshot Landing Page and click the **Privacy Records** hyperlink.  Only active alerts will display in the **Alerts** panel. (Alerts transferring over from PeopleSafe without an expiration date do not display.)      **Result:** The Privacy Records screen displays. |
| **2** | Review the **Medicare D Alerts** section. Agents can sort Medicare D Alerts using “Search by Keyword” and/or Date Range. Refer to [Compass - Viewing, Adding, and Editing Alerts 054194](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18).      **Notes:**   * Up to 25 alerts will display sorted by creation date (showing the most recent created at the top). * If no Alerts display, the following message will display: “No records found.” |

[Top of the Document](#_top)

|  |
| --- |
| **Viewing Medicare D Alerts on Medicare D Landing Page** |

To view Medicare D Alerts during a call, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the **Medicare D Landing Page**,navigate to the **Medicare D** **Alerts** panel in the top-left corner page.  Only active alerts will display in the **Medicare D Alerts** panel. (Alerts transferring over from PeopleSafe without an expiration date do not display.)    **Note:** If no Alerts appear, the following message will display: “No records found.” |
| **2** | Review the alerts in the **Medicare D** **Alerts** panel.   * To view **All** Med D Alerts, click the **View All** hyperlink.     **Result:** The **Medicare D Alerts** subtab displays.    **Notes:**   * Agent can filter by keyword and date range, by using the **Search by Keyword** and **Date Range** fields. (The **Search** button will be enabled when the user types in the **Search** field or selects a date.) * Up to 25 alerts will display sorted by creation date (showing the most recent created at the top). You can use the scroll bar to view older alerts. * If no Alerts display in a section, the following message will display: “No records found”. |

[Top of the Document](#_top)

|  |
| --- |
| **Adding Medicare D Alerts from Medicare D Landing Page** |

To add Medicare D Alerts during a call, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | From the **Medicare D Landing Page**,navigate to the **Medicare D** **Alerts** panel in the top-left corner page.  Only active alerts will display in the **Medicare D Alerts** panel. (Alerts transferring over from PeopleSafe without an expiration date do not display.)    **Note:** If no Alerts appear, the following message will display: “No records found.” |
| **2** | Click the **View All** hyperlink.    **Result:** The appropriate Medicare D Alert modal displays. |
| **3** | Click the **Add** button.    **Result:**  The appropriate Add Medicare D Alert modal displays: |
| **4** | Complete the required fields depending on the type of Alert you are adding. (The **Save**button will be disabled until all required fields are completed.)  **Notes:**   * Fields are dynamic and will populate based on the **Category** and **Sub-Category** selected. * To exit, click **Cancel**.        * From the **Category**drop-down menu, select one of the following:   + Good Cause Determination   + LEP Coverage   + No Contact   + Plan Changes   + Premium Billing   **Result:**Based on the category selected, the relevant Alert sub-categories populates.   * From the **Sub Category** drop-down menu, make the appropriate selection.     Complete all required fields that generate once a sub-category is selected, click **Save**.  **Notes:**   * Based on the information entered in the required fields, the Alert text will be automatically generated. * To exit, click **Cancel**.   **Result:**When the alert is added, the agent is returned to the Medicare D Alerts screen and the following success message displays:  “Alert was successfully added.” |

[Top of the Document](#_top)

|  |
| --- |
| **Related Documents** |

[Compass - Viewing, Adding, and Editing Alerts](../TSRC-PROD-054194)

[Customer Care Abbreviations, Definitions, and Terms Index](CMS-2-017428)

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**