# Aetna Compass MED D - SilverScript - Incomm (Pay at Pharmacy) Premium Payments

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**Description:** Provides details for SilverScript beneficiaries to pay their Premium Billing payments at a standalone CVS pharmacy. This payment option is hosted by the vendor **Incomm (Pay at CVS Pharmacy)**.

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| Reminders & Invoice Bar Code Sample |

**Incomm Premium Payments:**

* Beneficiaries can provide their invoice (bill) to a standalone CVS pharmacy.

 CVS pharmacies inside of Target & Schnucks are unable to process premium payments.

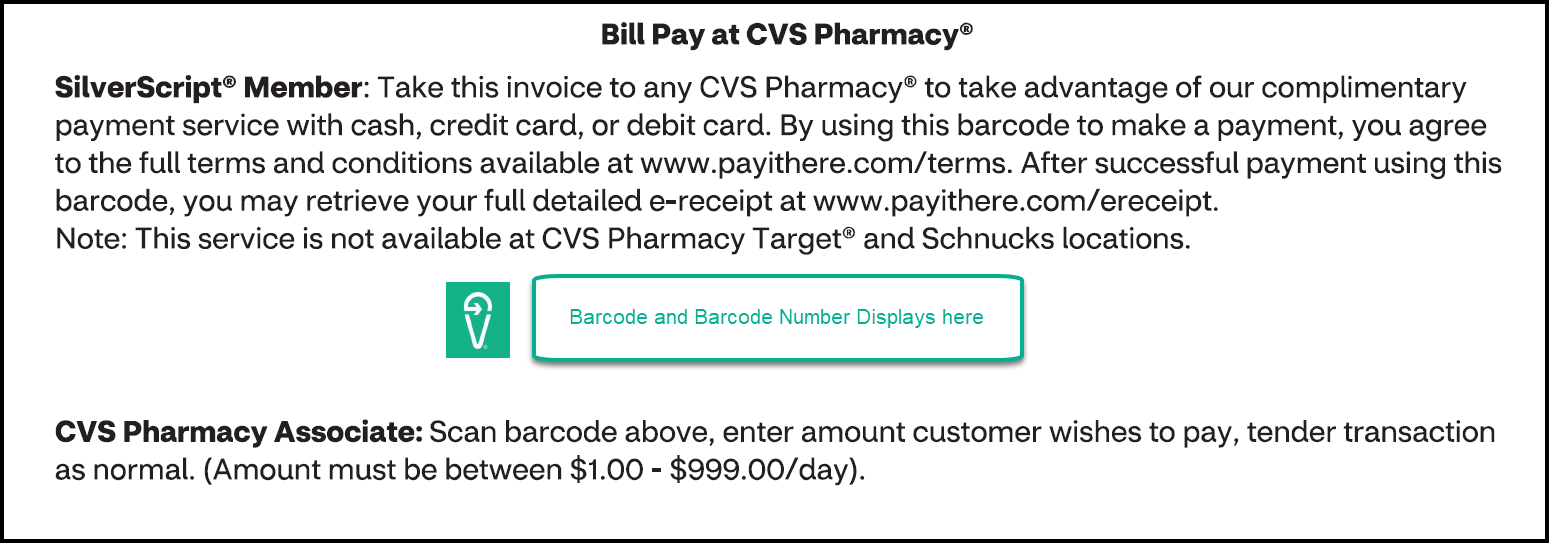
* Beneficiaries can pay using cash, credit card and debit card payment services.

**Note:** Checks cannot be used to pay premiums at the standalone CVS pharmacy.

* There is no additional fee for this service.
* Pharmacy associates scan the barcode on the beneficiary’s invoice, enter the specified amount, and tender the transaction.

**Note:**  Each barcode is unique to each beneficiary to allocate funds to their account. A separate transaction will be needed for each beneficiary’s payment to post correctly.

**Invoice Bar Code Sample:**



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| Locating and Addressing Incomm Payments in Compass |

Perform the following steps:

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| **Step** | **Action** | | |
| **1** | From the Member Snapshot Landing Page in **Compass**, click the Medicare D Landing Page. | | |
| **2** | Click the **Premium Billing** tab.    **Result:** The Premium Billing screen will display. | | |
| **3** | Review the **Payments & Adjustments** section.   * Set the **Date Range:** To ensure the **Stock ID** field (within Billing Cycle & Payment Method section) of the **Premium Billing** screen displays correctly, change the **End Date Range** field to the end of the next year (**Example:** **12/31/2026**). * Click the chevron arrow to expand/collapse each section. | | |
| **If the Incomm Payment is…** | **Then…** | |
| **Not showing in Compass**  **AND it has been 4 business days or less** | **CCR Process Notes:**   * **One-time**premium billing payments made at a CVS/pharmacy through **INCOMM** are visible in **Compass** within **4 business days**. * Do **NOT** create a Support Task.   Dialogue Thank you for your payment. It can take up to 4 business days for the payment to be visible. Would you be interested in setting up your account to automatically pay your monthly premiums each month?  Dialogue If you would like to do so, we can set up your account to have your monthly premium withheld from your SSA/RRB benefit each month. We also can automatically draft your monthly premium from your bank account, or credit card. Would you like to set up auto pay through any of these options? | |
| **If the beneficiary says…** | **Then…** |
| Yes to SSA/RRB Withholding. | Refer to [Aetna Compass MED D - SilverScript - SSA/RRB Premium Withholding (063011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5cb44731-3a9c-419d-bc0e-502b1b8a5aeb). |
| Yes to EFT/ACH from  Checking/Savings Account. | Refer to [Aetna Compass MED D - SilverScript - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes (062995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e374d0da-4315-4a41-97fd-d00b937ec68e). |
| Yes to Credit Card Auto-Pay. | Refer to [Aetna Compass MED D - SilverScript - Premium Billing Credit Card Single-Sign-On (SSO) Processes (064883)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29cd0a2a-b165-4baa-a448-918931058152). |
| No, I would like to be Direct Billed. | Proceed to **Step 4.** |
| **Not showing in Compass**  **AND it has been OVER four business days**  **OR**  **The payment is posted incorrectly** | Dialogue **Please** submit a copy of the receipt for full research. You can fax or mail it in.  Fax Number: **1-866-552-6205**  This address is for SilverScript payment dispute research only:  **SilverScript Insurance Company**  **PO Box 30001**  **Pittsburgh, PA 15222-0330**  If no receipt is available, the beneficiary may contact the pharmacy to request a receipt copy.  Also, submit the following Support task to research the status of the **Incomm** Payment:  **Task Type:** Premium Billing Inquiry Medicare D  **Reason For Dispute:**  Payment Research  **Task Notes:** Document the following:   * **PAP029,** IncommPayment receipt details: * Store Id or Location * Date and Time Payment Occurred * Transaction Label * Payment Amount * Employee Name   Support Tasks that simply state “Please Research” are **UNACCEPTABLE**. | |
| **Pay at Pharmacy Receipt Example:** | | |
| **4** | Dialogue As a reminder, your entire balance is due each month by the invoice due date. Monthly premiums are due on the date listed on the invoice for that month’s premium. If your payment has **NOT** been received and posted to your account by the **invoice due date**, you could receive the initial notice that begins the Dunning disenrollment process.  **CCR Process Note:** To view the beneficiary’s specific due date, access the invoice in **ONEclick**. | | |
| **5** | Ask if there are any other questions.   * Address any other issues and document/close the call according to existing policies and procedures; refer to [Compass - Call Documentation (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) and [Compass MED D - Call Documentation Job Aid (061758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=433711aa-8fa6-447c-872b-bd69cd6cd7c0).   CCRs must leave notes providing a clear picture of what transpired during the call. Under no circumstance is it appropriate to list full credit card numbers or EFT/ACH routing and account information in any comments field. | | |

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| Frequently Asked Questions |

Refer to the following:

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| **#** | **Question** | **Answer** |
| **1** | **What amount can a beneficiary pay at the CVS pharmacy on their premium?** | Beneficiaries can pay any amount between $1.00 up to $999.  **Note:** CVS Pharmacies inside Target and Schnucks are unable to process premium payments. |
| **2** | **What if there is a problem scanning the barcode?** | The pharmacy associate can type the barcode number into the system manually. |
| **3** | **Will the barcode change?** | No, the barcode is the same each month. |
| **4** | **What if the beneficiary does not have a current invoice?** | Older invoices can be used since the barcode does not change. The beneficiary would need to specify the dollar amount in order to ensure the current balance is paid. |
| **5** | **When will Compass display an Incomm Payment?** | It can take up to **4** business days. |
| **6** | **Can all beneficiaries use the Incomm option?** | No, an invoice with a barcode is required. Autopay and credit balance will not receive an invoice with a barcode. |
| **7** | **Where is Incomm accepted?** | Beneficiaries can provide their invoice (bill) to a standalone CVS pharmacy.  **Note:** CVS Pharmacies inside Target and Schnucks are unable to process premium payments. |
| **8** | **Can beneficiaries with a Payment Plan use Incomm?** | Beneficiaries must adhere to Payment Plan terms and can use their invoice to pay directly at a standalone CVS pharmacy. Beneficiaries must contact the plan to set up their Payment Plan option; refer to [Aetna Compass MED D - SilverScript - Premium Billing Payment Plans (062794)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=330475b6-6b30-4c68-a65d-9a61922b6077).  **Note:** CVS Pharmacies inside Target and Schnucks are unable to process premium payments. |
| **9** | **How do I report a CVS Retail Store who fails to take the Premium Payment?** | Submit a Support Task to report a standalone CVS Retail Store who fails to take a Premium Payment:  **Task Type:** Premium Billing Inquiry Medicare D  **Reason for Dispute:** Payment Research  **Task Notes:** Document the following:   * **PAP029** * Store ID or Location. * Date and Time Issue with Payment Occurred. * Employee Name. * Type of Issue encountered at the Retail Pharmacy.   Support Tasks that simply state “Please Research” are **UNACCEPTABLE**.  **Note:** CVS Pharmacies inside Target and Schnucks are unable to process premium payments. |

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| Resolution Time |

Resolution times vary by the specific situation. Refer to the **Premium Billing Processing Times** section in [Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index (062831)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082) and [Compass - Support Task Types and Uses (056365)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4ac2747d-17b4-4986-8c4e-3bdaca477cf1).

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| Related Documents |

Resolution **Refer to** [Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index (062831)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082) and [Aetna MED D - SilverScript - Premium Billing Missing Check Payment Research (023604)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7484c9b4-c08b-4c01-9f05-bfb8442c2c26).

**Grievance Standard Verbiage:** Refer to the “Grievance Standard Verbiage (for use in Discussion with Beneficiary)” section in the appropriate Grievances work instruction linked to from [Compass MED D - Grievances Index (062962)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70034f51-77df-49a4-ae97-7d3d63b216b3).

**Parent Document:** CALL-0048:[Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

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

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