# Compass - Contraceptives Card

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**Description:** Process for implementing a Retail Contraceptives Card program and it includes steps for managing member eligibility, confidentiality, and communication.

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| Program Implementation and Customer Care Impacts |

Contraceptive coverage must be provided to members of the client at no cost, as mandated by the Affordable Care Act (ACA). The program is available for prescriptions filled at Retail (Point of Sale) only.

Plan members under the Eligible Organization (EO) have an additional line of eligibility preloaded into Compass for this program. A letter is sent to the primary cardholder to advise that members under the account are eligible for the program. It includes the ID number for the account and a dedicated toll-free number to the Contraceptives Card line for members to call and request an ID card.

Member use of contraceptive services is kept confidential and separate from the EO’s primary plan benefit information. These services are processed via a separate billing method that does not pass costs on to the organization or its members. In addition, the retail claims for contraceptives are not visible on the member’s Caremark.com profile for their health plan. The member will need to set up an additional web portal account for the contraceptives plan.

Member letters and communications will provide this toll-free number, but members may accidentally contact their health plan’s Customer Care number.

If you receive a call (not on the dedicated line) about the Contraceptives Card program, warm transfer and properly introduce to the dedicated line.



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| Process |

Perform the steps below if a member asks about the Contraceptives Card:

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| **Step** | **Action** |
| **1** | Confirm the member is inquiring about the Contraceptives Card. |
| **2** | Review the High Priority Comments and Client Information Form (CIF) to confirm contraceptives are covered through the Contraceptives Card program.  **Note:** A denied test claim for contraceptives may also be an indicator of this program. |
| **3** | Assist the member as usual. |

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| Process for Contraceptives Card Dedicated Line Only |

The Women’s Preventive Services dedicated team performs the steps below if a member asks about the Contraceptives Card:

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| **Step** | **Action** | |
| **1** | Check the phone display for “**Women’s Preventive Services**”and answer the phone:  Icon - Conversation Thank you for calling Women’s Preventive Service line. | |
| **2** | Confirm the member is requesting an ID card for contraceptive coverage. | |
| **If the member...** | **Then...** |
| Has the letter on hand | 1. Ask for the number printed to the right of the member’s address on the top right of the letter. 2. Complete a new search in Compass using this number as the member ID. |
| Does not have the letter on hand | Perform a name and date of birth search for the member. |
| **3** | Review the search results. | |
| **If the member...** | **Then...** |
| Has a line of eligibility under the Contraceptives Card client code | Continue to the next step. |
| Does not have a line of eligibility under the Contraceptives Card client code | 1. Review the CIF for the client to confirm contraceptives are covered through the Contraceptives Card program. 2. Follow eligibility processes for member not on file. |
| **4** | Submit the request for an ID card under the Contraceptives Card member profile, following standard procedures according to [Compass - Member ID Card Replacement (057048)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b9f7ada1-cb61-410f-b7ad-34ac5f7f716e)  **Note:** Cards are issued in the primary cardholder’s name but can be used by any family member. | |
| **5** | Address any questions the member may have about using the card. Refer to the [FAQ](#_Frequently_Asked_Questions) and [Contraceptives Card - Contraceptives Drug List (080717)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=755bb106-046f-4116-8fad-e64317ca7ef5) provided to the member, and run test claims to confirm coverage and accurate pricing.  **Reminder:** This program is only available for Retail (Point of Sale). The Contraceptives Card plans use a standard pharmacy network. Use the in Compass to search for a nearby retail pharmacy for the member if needed. | |

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| Client List |

The following table lists the CVS Caremark clients that have received contraceptives exemption. This list is subject to change. Contraceptives Card client codes begin with X39 and are located on the RxClaim platform.

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| --- | --- | --- | --- |
| **Effective Date** | **Client Name** | **Primary Plan Client Code** | **Client Code for Contraceptives Card Plan (RxClaim)** |
| 07/01/2024 | Duquesne University | X24AF | X3906 |
| 07/01/2015 | St. Raphael | SRMLK | X3914 |
| 01/01/2016 | Cincinnati Foods | X6151 | X3915 |
| 07/01/2016 | Univ. MD – St. Joseph Campus | X0247 | X3917 |
| 07/01/2016 | (Valued Pharmacy Services) Olivet Nazarene University | X1866 | X3918 |
| 09/01/2016 | Bon Secours | X0311 | X3919 |
| 01/01/2017 | Covenant Health Systems | X0344 | X3921 |
| 01/01/2017 | Carmelite | X0467 | X3922 |
| 01/01/2018 | Loyola | X0804 | X3923 |
|  |  |  |  |
| 01/01/2019 | Georgetown University | X2729 | X3924 |

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| Sample Member Letters and ID Card |

The following introductory materials are sent to each primary cardholder:

* [Frequently Asked Questions](#_Frequently_Asked_Questions)
* [Contraceptives Card - Contraceptives Drug List (080717)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=755bb106-046f-4116-8fad-e64317ca7ef5)

After the card is requested, the primary cardholder will receive the following:

* [Contraceptives Card - Welcome Letter (080718)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=829dc1e9-d768-486e-aa3d-66017334d8ac)
* [Contraceptives Card - ID Card (081464)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=792570f8-3b5e-4ee1-8707-2971f49c9151)

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| Frequently Asked Questions |

Use as needed:

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| **#** | **Question / Statement** | **Answer / Resolution** |
| **1** | Why did I get this letter? | Because your group health plan qualifies for an accommodation with respect to the federal requirement to cover all Food and Drug Administration-approved contraceptive services for women, as prescribed by a health care provider, without cost sharing, which means that it is not required to contract, arrange, pay, or refer for contraceptive coverage.  Instead, we will arrange separate payments for contraceptive services that you use, without cost sharing and at no other cost, for so long as you are enrolled in your group health plan. |
| **2** | What is covered? | Refer to the list of covered contraceptive services included with this letter. |
| **3** | How do I use the prescription coverage? | Call us toll-free at **1-888-924-8738** Option 1 and provide your member ID, which is printed on the top left of this letter, to get an identification card that you can take to the pharmacy. |
| **4** | Who can use the coverage? | Any plan member who is female |
| **5** | Can I get a contraceptive not on the enclosed list? | Yes, however, you may be required to pay for that drug. The drugs on the enclosed list are available at no cost. |
| **6** | Where can I fill my prescription for a contraceptive? | You can fill your prescription at a participating retail pharmacy. To find a participating pharmacy, register the Contraceptive Card ID number at www.caremark.com and use the pharmacy locator. |
| **7** | Whom do I call with questions? | If you have questions, please call us toll-free at **1-888-924-8738** Option 1**.** |

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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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