# Compass - Calculating Quantity for Packaged & Non-Packaged Medications

[Calculating Quantity for Non-Packaged Medications (Pills, Capsules, Tablets)](#_Toc156884577)

[Calculating Quantity for Packaged Medications Based on Number of Packages](#_Toc156884578)

[Calculating Quantity for Packaged Medications Based on Dosage](#_Toc156884579)

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**Description:** How to calculate the quantity for packaged and non-packaged medications in Compass.

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| Calculating Quantity for Non-Packaged Medications (Pills, Capsules, Tablets) |

Perform the following steps to calculate the **Total Quantity** based on the member’s dosage:

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| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Click **Calculate Quantity** from the **Row Level Action** drop-down arrow on the **Test Claims to Run** table.  **Note:** The Calculate Quantity Calculator cannot be used for certain medications; when this occurs, the following message displays: “Calculator not available for this drug.”    **Result:** Calculate Quantitypopup displays.    **Note: Calculate Mail Quantity** and **Calculate Retail Quantity** is checked by default when opening the calculator. Determine the delivery system (Mail, Retail, or Both). Run a [test claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) for both delivery systems. However, you may uncheck either delivery system as needed. | |
| **2** | Enter the **Time-of-Day** or **Daily Dose** in the appropriate fields.   * If entering the **Time-of-Day** doses, complete the **Morning Dose**, **Afternoon Dose,** and **Evening Dose** fields.   **Note:** If a **Time-of-Day** dose is 0, leave the applicable field blank. Entering a 0 will cause an error.     * If entering the **Daily Dose**, complete the **Daily Dose** field with the member’s total Daily Dose.     **Result:** The required Daily Dose field populates based on calculations made using the information entered in the above Enter time-of-day or daily dosesection.    **Notes:**   * The system automatically inputs Time-of-Day or Daily Dose data if both **Calculate Mail/Retail Quantity** are checked. * The system only allows use of the Time-of-Day or Daily Dose fields.   **Reminder:** Trying to input information in both sections clears previous information.   * If field(s) have an error message, Compass disables the **Apply All** button until the issue is corrected. | |
| **3** | Input the Days’ Supply in the **Days’ Supply** field for Mail and/or Retail.  **Result:** Total Quantity automatically calculates. | |
| **If...** | **Then...** |
| Data entered should be discarded | Click **Cancel**.  **Result:** Cancels the calculator and return to the **Test Claims to Run** table. |
| All information entered is correct | Click **Apply All**.  **Result:** Takes the criteria entered in the calculator and translates it to the **Test Claims to Run** table. |
| **4** | Click **Run Test Claims** to complete the [Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe). | |

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| Calculating Quantity for Packaged Medications Based on Number of Packages |

When using the calculator to determine both Mail and Retail quantities, for best results the user should use the same calculator section for each delivery system.

**Example:** If using the **Based On Dosage** Calculator to Calculate Mail Quantity, use the **Based On Dosage** Calculator to Calculate Retail Quantity.

Perform the following steps to calculate the **Total Quantity** based on the number of packages:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Click **Calculate Quantity** from the Row Level Action drop-down arrow on the **List of Test Claims to Run** table.  **Note:** The Calculate Quantity Calculator cannot be used for certain medications; when this occurs, the following message will display: “Calculator not available for this drug.”    **Result: Calculate Quantity** popup displays.    **Notes:**   * **Calculate Mail Quantity** and **Calculate Retail Quantity** is checked by default when opening the calculator. Determine the delivery system (Mail, Retail, or Both). It is encouraged to run a[test claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe)for both delivery systems. However, you may uncheck either delivery system as needed. * **Based on** **Number of Packages** is the default section for calculating quantity.   **Reminder:** You can change the section to **Based on Dosage** at any time by clicking the tab at the top.   * Whether calculating quantity at Mail or Retail, if **Based on Number of Packages** or **Based on Dosage** is selected, the other calculating quantity section will default to the same setting. (Example: If Calculating Mail Quantity and Based on Dosage is selected, Based on Dosage is selected for Calculate Retail Quantity.) | |
| **2** | 1. Ask the caller the **Number of Packages** **Needed** (vials, inhalers, bottles of nasal sprays, boxes of insulins (pens), boxes of patches, bottles of eyedrops, etcetera) for the **Days’ Supply** being calculated. 2. Input the number in the **Number of Packages Needed** field(s).   **Example:** 6 vials for Mail, 2 vials for Retail.  **Result:** The **Total Quantity** automatically calculates. | |
| **3** | Input the Days’ Supply in the **Days’ Supply** field for Mail and/or Retail.    **Note:** If any field has an error message, Compass will disable the **Apply All** button until the issue is corrected. | |
| **If…** | **Then…** |
| Data entered should be discarded | Click **Cancel**. This cancels the calculator and returns you to the **Test Claims to Run** table. |
| All information entered is correct | Click **Apply All**. This takes the criteria entered in the calculator and translated it to the **Test Claims to Run** table. |
| **4** | Click **Run Test Claims** to complete the [Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe). | |

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| Calculating Quantity for Packaged Medications Based on Dosage |

When using the calculator to determine both Mail and Retail quantities, for best results the user should use the same calculator section for each delivery system.

**Example:** If using the **Based on Dosage** Calculator to Calculate Mail Quantity, use the **Based on Dosage** Calculator to Calculate Retail Quantity.

Perform the following steps to calculate the Total Quantity based on the member’s dosage:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Click **Calculate Quantity** from the **Row Level Action** drop-down arrowon the **List of Test Claims to Run** table.  **Note:** The Calculate Quantity Calculator cannot be used for certain medications; when this occurs, the following message will display: “Calculator not available for this drug.”    **Result:** The **Calculate Quantity** popup displays.    **Notes:**   * **Calculate Mail Quantity** and **Calculate Retail Quantity** is always checked by default when opening the calculator. Determine the delivery system (Mail, Retail, or Both). It is encouraged to run a [test claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe) for both delivery systems. However, you may uncheck either delivery system as needed. * **Based on** **Number of Packages** will always be the default section for calculating quantity. The agent can change the section to **Based on Dosage** at any time by clicking tab at the top. * Whether calculating quantity at Mail or Retail, if **Based on Number of Packages** or **Based on Dosage** is selected, the other calculating quantity section will default to the same setting. (**Example:** If Calculating Mail Quantity and Based on Dosage is selected, Based on Dosage will also be selected for Calculate Retail Quantity.) | |
| **2** | Enter the **Time-of-Day** or **Daily Dose** in the appropriate fields.   * If entering the **Time-of-Day** doses, complete the **Morning Dose**, **Afternoon Dose,** and **Evening Dose** fields.   **Note:** If a **Time-of-Day** dose is 0, leave the applicable field blank. Entering a 0 will cause an error.     * If entering the **Daily Dose**, complete the **Daily Dose** field with the member’s total Daily Dose.     **Result:** The required **Daily Dose** field automatically populates based on calculations made using the information entered in the above **Enter time-of-day or daily dose** section.    **Notes:**   * The system automatically inputs **Time-of-Day** or **Daily Dose** data if both **Calculate Mail/Retail Quantity** are checked. * The system only allows the agent to use **Time-of-Day** or **Daily Dose** fields. Trying to enter information in both sections will clear previous information. * If any field has an error message, Compass disables the **Apply All** button until the issue is corrected. | |
| **3** | Input the Days’ Supply in the **Days’ Supply** field for Mail and/or Retail.    **Result:** The **Total Quantity** automatically calculates. | |
| **If…** | **Then…** |
| Data entered should be discarded | Click **Cancel**. This cancels out the calculator and you will return to the **Test Claims to Run Table**. |
| All information entered is correct | Click **Apply All**. This takes the criteria entered in the calculator and translate it to the **Test Claims to Run Table**. |
| **4** | Click **Run Test Claims** to complete the [Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe). | |

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| Related Documents |

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

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

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