# Compass - Duplicate EOB Statements

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**Description:** How to respond to a member’s request to create a duplicate Explanation of Benefits (EOB). An EOB is generated for each claim adjudicated, whether it is paid or denied in the system.

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| Process |

**Notes:**

* **For Commercial members,** EOBs are issued only for paper claim responses.
* **For rejected paper claims,** the EOB displays the rejection messages explaining why the Rx was not covered. For paper claims that were paid, it will include the paid information, such as what would be included in a Statement of Cost.
* **If a paper claim is reversed,** it will reflect on the following month's EOB. We **do not** update EOB’s.

EOB Number, Check issue Date, and Check Number are required for the Duplicate EOB support task. If member does not have this information available, offer to send a Statement of Cost (SOC). Refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662).



Perform the steps below:

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| **Step** | **Action** | | | |
| **1** | Determine if the request is related to a paper claim. | | | |
| **If…** | **Then…** | | |
| Yes | Proceed to **Step 2**. | | |
| No | Inform the member that we are unable to generate an **EOB**. The alternative options available include:   * Recommend the member acquire an itemized printout of all the medications from their retail pharmacy. * If the request is for the member’s own records, and does not need to be on company letterhead, a Financial Summary can be printed from Caremark.com. Refer to [Caremark.com - Financial Summary (Prescription History) – Integrated Pharmacy Experience (IPE) (018771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49174a61-def5-436c-9087-69cf5f17a352). * Offer to send out a Statement of Cost (SOC). Refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662). * Offer to send out an invoice copy if it has not been over 30 days. Refer to [Compass – Statement Invoice Copy Request for Previous Orders (066728)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cbb8a222-7be3-469f-8287-387d92d742c9). | | |
| **2** | Determine who is requesting the Duplicate EOB. | | | |
| **If a Duplicate EOB is…** | | **Then...** | |
| Requested by member | | * Offer to send out a Statement of Cost (SOC). Refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662). * Offer to send out an invoice copy, as long as it has not been over 30 days. Refer to [Compass – Statement Invoice Copy Request for Previous Orders (066728)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cbb8a222-7be3-469f-8287-387d92d742c9). * If member refuses, proceed to **Step 3**. | |
| Being required by the Housing Authority or by a lawyer | | Determine if a Statement of Cost would be more appropriate than a paper claims EOB.   * If yes, refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662). * If a paper claims EOB is needed, inform the member that Caremark requires the request in writing by the Housing Authority or lawyer requesting the information.   **Mail request to:** <Name of Home Delivery Pharmacy> Attn: Patient Advocate Team – Claims 7034 Alamo Down Parkway San Antonio, TX 78238 | |
| For a government agency paper claim  **Example:** Veteran’s Administration (VA) states that there are missing claims or questions regarding the EOB statement received | | **If…** | **Then Warm Transfer the call to…** |
| Department of Defense | **1-****866-257-4879** |
| All other government branches (VA, Medicaid, Indian Health Services) | **1-800-303-0187** |
| Government Agency Paper Claim Support Team Hours of Operation:  **Monday – Friday, 8:00 a.m. - 5:00 p.m. CT** | |
| **3** | From the **Case Data** section that appears at the top of all Compass screens, click the **Create Support Task** button to submit a Duplicate EOB Support Task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6) and [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98) as needed.  **Note:** EOB Number, Check issue Date, and Check Number are required for the Duplicate EOB support task. If member does not have this information available, offer to send a Statement of Cost (SOC). Refer to [Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (056893)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662). | | | |

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| Turnaround Time (TAT) |

Legal Requests have up to 30 calendar day turnaround time from the date received by our Mail Order pharmacy.

All other requests have up to a 5-business day turnaround time from receipt of authorization by our Mail Order pharmacy.

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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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