# Compass - Flexible Copay Incentive

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**Description:** Provides procedures and information related to this program allowing plan members to receive a reduced or waived copay for certain recommended drugs. Includes details on campaign identification, member communication, and verification steps.

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| Viewing Flexible Copay Incentive Offering in Compass |

The offer is specific to the **drugs**which the client chooses to be included in the Flexible Copay Incentive.

If a client recognizes that many of its members utilize a high-cost brand drug, they may include that drug in the incentive.

* They may choose not to include a drug which their members rarely have filled.
* When a client elects to offer the Flexible Incentive Copay or when a targeted medication has been identified for the member, a letter will be sent informing the member of the incentive and the targeted drug to which it applies. This letter will also be viewable in the **Communication History** tab (refer to [**Compass - Viewing Communications (056371)**.](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0238ae3-ea9b-4da2-b9c9-90c8d4ad62a8)
* This program was developed to encourage the member to move to a more cost-effective medication (with their prescriber authorization).
* As a **reward** for moving to a more cost-effective medication the member is given a lower copay or the copay is waived in its entirety.

To verify if a client has elected the Flexible Incentive Copay, access the Compass Main screen and select the **Client Program Offerings** hyperlink to view the Client program.



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| Test Claim (Flexible Copay Incentive) |

When the member calls in requesting pricing or requests a refill and questions the difference in cost, run a [Test Claim (050041)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60c20ea0-1d07-46e3-809a-b54734b80fbe). The Test Claim reveals the Flexible Copay Incentive Settlement Code where the Flexible Copay was used.

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| Flexible Copay Incentive on the Override/PA History Screen |

When able to view the Flexible Incentive Copay Settlement Code (SC) in the Test Claim, proceed to the **Override/PA History** screen.



An override is systematically added to the **Override/ PA History** screen and can be identified by the following fields:

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| **Field** | **Description/Meaning** |
| Class/Code/Description | 69–INCENT COPAY (Override Entered-Benefit available) |
| Comments | Hyperlink to the campaign details revealing what copay incentive is available to the plan member.  **Note:** This hyperlink will be part of the Plan Benefit Override ID. |

**Note: CCRs** that have access to enter PBOs will **not be able to edit** active Flexible Copay Incentive Prior Authorizations (PA). Columns within this screen can be sorted to assist with locating the appropriate PA.

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| **Step** | **Action** |
| **1** | Select an **Override ID** hyperlink, the Override Details for that specific override will display. |
| **2** | Select the Claims Tab.  **Result:** Displays all claims that apply to the override within the table at the bottom of the screen.  **Note:**  Tab is dynamic and only displays if claims are present. |

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| Identifying Campaign ID (Prescription Details Screen) |

When the member calls and advises they have received their prescription and the cost is different than what they paid in the past, access the **Compass**  Claims Landing Page and click on the **prescription number**. The Prescription Detailsscreen displays click on the hyperlink in the **Campaign ID** (bottom middle of page)field.

**Result:** A pop-up message displays.

**Tips:**

* Clicking on the **Campaign ID** hyperlink reveals the Campaign Details pop-up.
* Click on the **View Settlement Codes** button (Prescription Details Screen) to reveal if the Flexible Copay Incentive override was used.
*  If the medication is not part of a Flexible Copay Incentive, refer to [Compass - Determining the Reason for Contracted Medication Price Changes (067612)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c559e3ac-63d0-46b5-a6e4-7b4f205c60c6).

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms (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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