# Compass - Mandatory Mail Order Pharmacy Fills

[Reminders](#_Toc162330736)

[Determining if a Member Has Used Their Mandatory Fills](#_Toc162330737)

[Related Documents](#_Toc162330738)

**Description**: Information and instructions for Mandatory Mail Order Pharmacy fills, which is a plan design that requires targeted drug therapies to be filled using the mail order pharmacy. While plan provisions may require mail filling, many clients allow a limited number of fills per drug type or class at retail.

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| Reminders |

Client participation in Mandatory Mail varies. Allowed fills, targeted drugs, therapies, and reset dates vary by plan.

This helps to determine if the next fill will be rejected.

[Top of the Document](#_top)

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| Determining if a Member Has Used Their Mandatory Fills |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Click on the rejected prescription number for the point-of-sale side. |
| **2** | Locate and review the messaging tab to view the rejection code and the additional messaging. Review the CIF for plan limitations. |

[Top of the Document](#_top)

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](file:///C:\Users\UJ30FJ4\Desktop\Native%20Files\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\CGH65MWN\CMS-2-017428)

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

[Top of the Document](#_top)

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