# PHD – Compass - Cash Card / Discount Card Eligibility Search

[Research Process](#_Toc99092521)

[Related Documents](#_Toc99092522)

**LOB:** Commercial

**Description:** Use to determine if the member is eligible for the Cash Card/Discount Card Program, which allows the member to pick up their medication at 100% of a preferred price. They are not insurance cards.

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| Research Process |

There are two types of eligibility for Cash Cards:

* Standard Eligibility – Eligibility is found in the system because client loads an eligibility file.
* Eligibility on the Fly – Eligibility is loaded when the pharmacy processes a claim.

Perform the steps below:

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| **Step** | **Action** | |
| **1** | On the Member Snapshot screen, navigate to the Member Details panel, and review the **Eligibility field** to determine if the client is a Cash Card/Discount Card Client: | |
| **If…** | **Then…** |
| Yes | * Confirm with the pharmacy this is a cash card and not an insurance card. * Provide the processing information to the pharmacy, located on Member Snapshot in the Client and Processing Information panel. |
| No, but is a CVS Caremark Client | Review the **CIF** for instructions the pharmacy can give to the member to update their eligibility. |

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| Related Documents |

**Parent Document**:DOC-013205: [Retail Help Desk Overview](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-013205)

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