# Aetna Compass - Discontinuing a Prescription (Rx) in Order Details

[Order in Process](#_Toc135783794)

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**Description:** Process to discontinue a prescription in Order Details in Compass.

 CCRs working in Texas cannot legally discontinue a prescription. CCRs working in Texas will need to call Clinical Care Services to discontinue a prescription.

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| Order in Process |

Member must have an active **Mail Order Prescription** with refills remaining and not expired. If the member requests a prescription discontinued that is at retail, they must contact the retail pharmacy.

 Once a prescription has been discontinued, it becomes inactive and cannot be reordered through the **Mail Rx** screen. If the prescription is valid and discontinued in error, create a Support Task, **Task Type:** Refill Request-Offline Refill. Refer to [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98).

**Note:** Compass is an intuitive system. For all scenarios, use the system as a guide for action.

**** Requests to Discontinue a PBM prescription can only be requested by the following:

* Prescribing provider
* Member for whom the prescription is written
* Power of Attorney (POA)

 If the member calls in requesting to discontinue a prescription that is not yet showing in Compass, ADD a **Mail Alert** on the account listing the medication name, the prescribing doctor, and that the member wants the prescription to be discontinued. Refer to [Aetna Compass - Viewing, Adding, and Editing Alerts (064005)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=652619ef-a981-47b7-b495-cba32251f724).

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Click the **Mail Order History** tab from the Claims Landing Page. | |
| **2** | Locate the order in question.  **Note:** Click the chevron arrow to collapse and expand a preview of the order  . | |
| **If the…** | **Then…** |
| Order can be located | Select the **Order Number** hyperlink.    **Result:** Order Details screen opens.  Proceed to the next step. |
| Prescription cannot be located within an order | 1. From the Claims Landing Page, click the **Mail Rx** tab. 2. Click the **Rx History** tab. 3. Locate the prescription that needs to be discontinued and then click the **Rx #** hyperlink.      1. Click **Discontinue Rx** (upper right hand) and skip to Step 4. |
| **3** | Locate the drug, then select the checkbox next to the drug. | |
| **4** | Click the **Discontinue** button.    **Note:** If the **Discontinue** button is not clickable, click the **Rx #** hyperlink and then click **Discontinue Rx** (upper right hand).  **Result:** A Discontinue Rx popup will display.   * If a **Family Member/Third Party** is calling to discontinue a Rx for a member **over the age of 18**, the member will have to get on the line to authenticate and then give verbal permission to the third party to speak on their behalf. * If a **Family Member/Third Party** is calling on behalf of a **Minor**, no authentication is required and the “I have spoken to and authenticated <member name>” checkbox will not display. * Refer to [Aetna - (Health Insurance Portability and Accountability Act) HIPAA Grid (068541)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ccb4afba-1ed8-439a-8d27-b70227462c5d) for more information on third party callers.     Review the information displayed on the Discontinue Rx popup message.   * The **Yes** button will illuminate only after the checkbox is selected to confirm that the member has been spoken to and authenticated.   **Note:** If any of the following are calling, agent can proceed with discontinuing Rx:   * Prescribing provider * Member for whom the prescription is written * Power of Attorney (POA) | |
| **5** | Click **Yes** to proceed with discontinuing the Rx.  **Note:** Click **No** and the Rx will not be discontinued.  **Result:** A message displays indicating that the Rx has been successfully discontinued.  **Reminder:** Notate the account stating why the prescription was discontinued and who requested it. Refer to the “Viewing and Adding Order Alerts” section of [Aetna Compass - Mail Order History / Order Status (064294)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36f898d4-c1f8-4635-b255-f909e023345c) as needed.  **Note:** When the process is complete, the date the prescription was discontinued can be seen on both the Quick View tab and the Prescription Details tab from the Claim Details screen. To view the Claim Details screen, click the **Rx #** hyperlink. | |

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| Related Documents |

**Abbreviations/Definitions:** [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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