# Compass and PeopleSafe - Discard Date/Expiration Date Inquiry

[Discard Date or Expiration Date Inquiry Process](#_Toc205810667)

[Related Documents](#_Toc205810668)

**Description:** Steps to follow should a member call inquiring about the discard or expiration date on their medication.

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| Discard Date or Expiration Date Inquiry Process |

Perform the following steps regarding the discard or expiration date on medications:

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| **Step** | **Action** | |
| **1** | Confirm the Discard or Expiration date shown on the bottle has passed.   * **Discard Date**   + Discard date is determined by the pharmacy.   + Discard date appears on all prescription bottles.   + Discard date indicates the medication **may** be compromised in non-controlled environment, if maintained after the discard date.     **OR**   * **Expiration Date**   + Expiration date is determined by manufacturer.   + Expiration date displays on the manufacturer label and repacked bottles.   + Expiration date indicates the medication is expected to remain stable under controlled conditions until date indicated. | |
| **If member’s medication on hand is past the…** | **Then…** |
| * **Discard date** * **Expiration date** | * Warm transfer to [Clinical Care Services Clinical Counseling (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). * Ensure Clinical Care Services are within their Hours of Operation. * Continue to **warm** transfer when the matter is **complicated or escalated**. * **Medicare D** members should continue to be **warm** transferred. * Review client specific processes, if applicable      * Add notes on the account including: * Medication past discard date * Rx Number * Fill Date * Transferred member to Clinical Care Services   If the member has questions about discarding/disposal of a medication, review the following options with the caller and proceed as needed:   1. [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad). 2. Advise the member to contact the retail pharmacy where the prescription was filled for guidance on safe discarding/disposal.      1. Advise that CVS/pharmacy Offers Customers Safe Disposal Program for Medications. To find a convenient disposal location near you, including select CVS locations, visit <https://safe.pharmacy/drug-disposal/>.  * Agents can utilize this link to assist callers with convenient disposal locations. * Members may also reference “How to Dispose of Unused Medicines” at [www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm](http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm). |

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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)

[PeopleSafe - Log Activity (042891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=08023401-0eee-4e2b-97fe-f0bc7c5aa2f0)

**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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