# Compass MED D - Delayed Prescriber Response/Prescriber Hold Process

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**Description:** This document provides information regarding the Delayed Prescriber Response process.

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| Overview |

The Delayed Prescriber Response process involves the handling of incomplete prescriptions that require clarification from the prescriber.

**Note:** It may also be used if the beneficiary contacts us indicating the prescriber provided a response, but there is no record of the contact.

There are two types of Delayed Prescriber Response Hold:

* **Prescriber Hold Until -** The prescriber is expected to respond by a certain date. For example, the prescriber is on vacation, but will respond within one week.
* **Prescriber Indefinite Hold** - The future response date is unknown. For example, we may hear back from the prescriber several days after the prescription is placed on hold, or it might be weeks until a response is received.

**Prescriptions are placed on Prescriber Hold due to** **delay in response by the prescriber**, not due to any error made by CVS Caremark. Also, note that these prescriptions are incomplete and not yet valid. As a result, they will not be eligible for:

* Bridge Supply
* Transfers to other pharmacies

For more information about how we contact prescribers for new prescriptions, refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) and [Being a Power House: Talking to Members About Doctor (MD) Outreach](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776) as needed.

**Note:** Although similar to [Participant Hold](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3) functionality, CCRs are unable to release most prescriptions held due to delayed prescriber response. Only the pharmacy has this capability.

* [Participant Hold](../CMS-2-027254) offers the ability to place a prescription on hold until the beneficiary requires it.
* [PBM Hold](../CMS-2-027255) offers the ability to place a prescription on hold when circumstances prevent it from being filled.

CCRs may release prescriptions on hold for **Delayed Prescriber Response** if the medication was not in stock (NIS) but is now in stock through mail order. Refer to [Compass - Manage Diverts / Conflicts (Release Order)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) section “Manage Divert Issues Support Task” to view steps on how to release an order.



Prescriptions placed on Prescriber Hold will not be RTP’d to the beneficiary. As a result of the order being placed on hold, communication is made to the beneficiary based on their CMP messaging preference (automated call, text or email). Via this messaging, the beneficiary is informed of the delay and asks the beneficiary to encourage their prescriber to reach us by fax or phone with the information needed.

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| Prescriber Holds |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, navigate to the **Mail Order History**tab and click the **Order Number** hyperlink.  **Note:** You can click the chevron arrow  beside the order number to expand a brief overview of the order before opening it.  **Result:** Order Details displays.  **Notes:** When a Prescriber Hold exists on a prescription:   * The Participant Hold functionality will be disabled. * System will show in the status of the prescription the following message: “**We are awaiting to hear from your Provider(doctor). You should contact your Provider(doctor) for more information.”** * Only the provider can contact us to release the order sooner. The doctor’s office may contact us at 1-800-459-1907 with the order number to release the order. | |
| **2** | Click the **Member’s Name** and review the **Rx Status** and **Conflicts** of the prescription.  **Result:** Order details for the selected member are displayed.  **Note:**If additional assistance is needed to determine why the order is on hold, review order **Alerts/Notes Tab** for more information.  Upda | |
| **If…** | **Then the system will show…** |
| Prescriber Indefinite Hold | An order status of “Rejected- DPR” |
| Prescriber Hold Until due to more information needed for the Rx | A status of “Processing” |
| Prescriber Hold Until due request by the Prescriber | A status of “Future Fill,” and the Conflict message will state “Prescriber Req. Hold Until” |
| **3** | Inform the caller:   * Additional clarification and/or a renewal is needed for the Rx, and the pharmacy needs a response from the prescriber. (Do not advise the beneficiary to follow up with prescriber.) * The prescription will be held until the prescriber provides us with the necessary information. * I will need to transfer you to a team that can assist with contacting the prescriber directly on your behalf. * If contact is made with the prescriber’s office but assistance cannot be provided at the time of the call, you will receive a follow up call within the next 2 business days, advising you of the status of the outreach to your prescriber. * Please note, if you are enrolled in CMP alerts, even though we are reaching out to your prescriber, the system may generate messages to you in the meantime.   **CCR Process Note:**  CCR should transfer to the Senior Team Escalation Line. Refer to [Med D - Senior Team - Delayed Prescriber Response/Prescriber Hold Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65f95e1c-f756-4b18-8cfe-6de9af34db4d), [MED D - When to Transfer Calls to the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) and [Basic Call Handling](../TSRC-PROD-016401). | |
| **If the prescriber…** | **Then…** |
| Did not receive the fax | Place the caller on Hold and contact the Delayed Prescriber Response line at **1-800-459-1907 - option 2** and ask that the request be re-sent to the prescriber’s office. |
| Received fax but has not yet responded, or it was faxed back to mail order but not received | Advise the prescriber’s office to re-fax it.   * If prescriber is calling and does not have the original fax, **warm transfer** to the Delayed Prescriber Response line at **1-800-459-1907 - option 2**. |
| Received fax but does not know what clarification is needed and below steps: Advise what clarification is needed | 1. Navigate to the **Claims page > Claims Tab**. 2. Access the **Claim Details** screen by clicking the Rx number. 3. Click the **Messaging** tab to review Rx messages. |
| **If the member…** | **Then…** |
| Calls to find out why the prescription is on hold | Do **not** provide the Delayed Prescriber Response line to members. Instead, advise the member to contact their provider (doctor).    If the Member is unhappy with this or pushes back, place the caller on Hold and contact the Delayed Prescriber Response line at **1-800-459-1907** - **option 2** and ask that the request be re-sent to the prescriber’s office. Do not transfer the member to them. |

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| Inbound Call from Prescriber |

If the prescriber or authorized prescriber representative calls to provide assistance regarding a Delayed Prescriber Response, the CCR will warmtransfer the prescriber to the Physician Contact line at 1-800-459-1907. Hours of Operation are 7:30 am - 5:30 pm CST, Monday - Friday. If after hours, transfer to the Senior Team Escalation Line.

For **Hawaiian** Mail Order clients, warm transfer the prescriber to the Hawaii Clinical department at 1-877-418-4130, option 2. Hours of Operation are 8:00 am - 5:00 pm HST, Monday - Friday.

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| Resolution Time |

Varies. The prescription will be processed once all required information/clarification is received from the prescriber.

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| Related Documents |

[PBM Hold](../CMS-2-027255)

[Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3)

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](../CMS-2-017428)

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