# PeopleSafe - How to Send a Pharmacy Stop Tote Request

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**Description:** Process on how to stop an order that is in Label Print and cannot be cancelled by the Cancel Order button. Orders should be stopped for CVS Caremark errors (Class 1 errors, non-conformance) if the status of any line item in the order is Label Printed or Dispensing. The CCR can at the member’s request, send an email directly to the pharmacy to stop an order.

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| Reminders |

**Note:** Do not use the Cancel Order or Cancel Rx button if order is in Label Print. Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f).

 Only the member or legally authorized representative with paperwork on file may request to hold, stop, or update an order/prescription. Do not send a Stop Tote request on behalf of a third party. Refer to [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

**Exception:** The prescribing provider's office may request to hold or cancel a prescription they sent, but not one another provider’s office sent. You may send a Stop Tote at the request of the prescribing provider’s office.

 Inform the member that there is **No Guarantee** that an order can be cancelled once the order has reached Label Print. If the Stop Tote is unsuccessful, they will be contacted by Participant Services for next steps.

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| Stopping a Tote |

Perform the steps below:

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| **Step** | **Action** | | | |
| **1** | 1. Determine if the Stop Tote option is available. 2. Click the Order Number from the Mail Tab then click the Order Number in the top left section.   The status on the main Order Status screen may be inaccurate. You **must** click the Order number from this page to confirm accurate status:       * The Order Line Items section of this screen will show the current status of the order. | | | |
| **Status** | | **Defined** | **Resolution** |
| **OPEN** | | Order is imaged. | Use the [Cancel Order (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) button. |
| **ENTERED** | | Order is in translation. | Use the [Cancel Order (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) button. |
| **FUTURE FILL** | | Order is in future fill. | Use the [Cancel Order (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f) button. |
| **DISPENSING - LABEL PRINT**  **DISPENSING - CONSOLIDATED**  (This includes orders that may have an individual Rx that reads **Label Printed**) | | Order is processing. | Send aStop Tote. |
| **PACKED** | | Package is being weighed for postage. | Stop Tote is not possible.  **Do Not Email Stop Tote Request.** |
| **METERED** | | Postage applied. | Stop Tote is not possible.  **Do Not Email Stop Tote Request.** |
| **SHIP’D** | | Order shipped. | Stop Tote is not possible.  **Do Not Email Stop Tote Request.** |
| **READY FOR LABEL PRINT, (RD LBL)**  **LABEL PRINTED, “DISPENSING” (LBL PT)** | | All conflicts have been resolved. Order is in the process of being dispensed. | Email a Stop Tote Request to Dispensing Pharmacy. Proceed to Step 2   Inform the member that there is **NO GUARANTEE**.   Do not use the Cancel Rx button. |
| **2** | Check the Dispensing Pharmacy in the Order Status section to determine where to send the email:     * If the order is in **Dispensing – Label Print**, or any Rx within the order reads **Label Printed**, send a Stop Tote email to the Dispensing Pharmacy.   **Note:**  The Dispensing Pharmacy may or may not match the Virtual Pharmacy listed on the PeopleSafe Main Screen. The San Antonio Virtual Pharmacy prescriptions are generally filled by Chicago or Wilkes-Barre. In **all** cases, the Dispensing Pharmacy seen on the Order Status screen should receive the Stop Tote email.  Click the email address links below, or copy-paste the address manually. If you have no access to email, perform a procedural transfer to Senior Team [Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77). | | | |
| **If Dispensing Pharmacy is…** | **Then…** | | |
| **CHI:** Chicago, IL  aka Mount Prospect, IL | For **DISPCHI**, create an email to: [RS5091@CVSHealth.com](mailto:RS5091@CVSHealth.com)  Chicago Pharmacy business hours of operation:   * 6:30 am – 1:25 am CT (Sunday – Friday) * 8:30 am – 5:30 pm CT (Saturday) | | |
| **WBP:** Wilkes-Barre, PA  aka Pittsburgh, PA | For **DISPWB**, create an email to: [DISP.WB@CVSHealth.com](mailto:DISP.WB@CVSHealth.com)  Wilkes-Barre Pharmacy business hours of operation:   * 5:00 am – 12:30 am CT (Monday – Friday) * 1:00 pm – 11:00 pm CT (Saturday & Sunday) | | |
| **HIP:** Honolulu, HI | For **DISPHIP**, create an email to:  [RS5065@CVSHealth.com](mailto:RS5065@CVSHealth.com)  Honolulu Pharmacy business hours of operation:   * 8:00 am – 5:00 pm HST (Monday – Friday)   For HIP (Hawaii) orders, it is ok to send STOP TOTE requests for orders in PACKED or METERED status if before 4:00 pm HST. | | |
| **3** | Copy-paste this Subject Line:  **SECUREMAIL – STOP TOTE – This email may contain PHI or other sensitive information.** | | | |
| **4** | Add “Sensitivity Stamp / Confidential” or SendSecure in Outlook. | | | |
| **5** | Copy-Paste the template below into the email, then fill in the required information.   * + Use the Member’s Internal ID # from the [Eligibility Screen (006790)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=30cb5028-35a4-4bd3-971b-70f6d6dcd3d2).   + Copy-paste the appropriate “Reason for Request” from the left-hand column.   + Add any additional explanations into the “Details of the Matter” section.   + If the Stop Tote is due to incorrect address, be sure to update address in PeopleSafe first. See [Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee).  |  | | --- | | **Stop Tote** |  |  |  | | --- | --- | | **Member ID#:** |  | | **Member Name:** |  | | **Order Number:** |  | | **Reason for Request**   * Stop order * Stop specific prescription * Place order on hold * Place specific prescription on hold * Stop order retranslation * Shipping Address change |  | | **Details of the Matter:** |  | | | | |
| **6** | Press **SEND** to deliver the email to the dispensing pharmacy. Verify the email was successfully sent by double-clicking on “Sent Items” listed on the left side of your Outlook menu.  **Result:** The pharmacy back-end will determine whether the order was able to be stopped and edited. You will receive an email informing you whether the Stop Tote was successful, however, it will be later in the day, after the call is over. You do not need to take any action or access the Member’s profile again. Participant Services will contact the Member if the Stop Tote was unsuccessful.  Remind the Member that there is **NO GUARANTEE** that an orders tote can be cancelled once the order has reached Label Print but reassure them that the record of the attempted Stop Tote serves as a good-faith effort on their part to prevent us shipping the wrong materials.   * If the Stop Tote was **successful**, no further action needs to be taken, and the Member will see the cancelation in their Caremark.com order status. * If the Stop Tote was **unsuccessful**, the Dispensing Team will send an email to Participant Services, who will call the Member back to advise the status of the request and what next steps that will be/has been taken. (All calls should be made prior to 9 pm according to the Member’s time zone.) | | | |
| **7** | Click **Capture Activity** and add a [comment (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce) that a STOP TOTErequest was sent via email. Note the Order Number, the Dispensing Pharmacy, the reason for the request, and the resolution (if a response is received while still on the call).  **Notes:**   * Ensure that Members Address, phone number and email information and [Messaging Platform alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471) are up to date. * If the Member stated they called to cancel the order but the order shipped and the Member was charged for it, refer to [Alleged Nonconformance and Call Pull Requests (004622)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=281be95a-6049-430b-a58d-aa829ad6f11c). | | | |

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| Turnaround Time |

Reply to Stop Tote email will be sent when and as the request is received and processed. Max turnaround time is 1 business day.

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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)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**Parent Documents:**

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

[MAILBE-046546 Automation Preventative Maintenance and Issue Resolution for the Back End Pharmacy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=MAILBE-046546)

[CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

[CALL-0045 Customer Care Web Support E-Mail Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[ORDER-0040 Product Verification](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=ORDER-0040)

[ORDER-0042 Product Selection](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=ORDER-0042)

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