# PeopleSafe - Delayed Prescriber Response/Prescriber Request Holds

[Reminders](#_Toc167171776)

[Prescriber Indefinite Hold](#_Toc167171777)

[Prescriber Hold Until](#_Toc167171778)

[Prescriber Req Hold Until](#_Toc167171779)

[Resolution Time](#_Toc167171780)

[Related Documents](#_Toc167171781)

**Description:** Provides information related to The Delayed Prescriber Response that involves the handling of incomplete prescriptions requiring clarification from the prescriber. The two types of Delayed Prescriber Response Hold are **Prescriber Hold Until** and **Prescriber Indefinite Hold**.

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| Reminders |

**Prescriptions are placed on Prescriber Indefinite Hold due to** **error and delay by the prescriber**, not due to any error made by mail order.

Reasons may include:

* Rx with no more refills
* Requires a PA
* Incomplete instructions
* Conflict or therapeutic duplication with another medication.

Also note that these prescriptions are incomplete and not yet valid. As a result, they will not be eligible for:

* Bridge Supply (verify in the CIF)
* Transfers to other pharmacies

The prescriber cannot postdate a prescription, they can request the prescription not be filled until a specific date.

* **Prescriber Req Hold Until**

For more information about how we contact prescribers for new prescriptions, refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c).

Refer to [Being a Power House: Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776).

**Note:** Although similar to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c) and [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc) functionality, CCR’s will be unable to release prescriptions held due to delayed prescriber response. Only the pharmacy will have this capability. Prescriptions placed on Prescriber Hold will not be RTP’d to the member, although a letter will be sent to the member informing them of the delay.

** Note:** If an order is placed on Future Fill for a Prior Authorization and one has been received and approved on file, refer to [Manage/Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124) to view next steps on how to release order.This can only be done if an approved Prior Authorization is on file.

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| Prescriber Indefinite Hold |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | View the status of the prescription on the **Main** screen in PeopleSafe.   * It will display “**REJECT – DPR**” if the Rx was placed on Prescriber Indefinite Hold. * A Future Fill date will also be displayed on the **Main** screen, but for Prescriber Indefinite Hold Rx’s, it displays the **expiration date** of the Rx. | |
| **2** | View the **Prescription Details** for the prescription.   * The Rx **Status** will display “**Rejected DPR Hold**” if the Rx was placed on Prescriber Indefinite Hold. | |
| **3** | View the Order Details by clicking the Order Number from the Main Screen Mail Tab.  You may see a message stating **“We have requested more information from your prescriber. We need it before we can process this prescription.”** | |
| **4** | Click the plus sign (+) next to the Rx with the issue to view more information.    Note the **Conflict/Conflict Description/Action/Resolution/Contact/Date/Letter** columns. In this case, the information tells us that the prescription has expired, a fax has been sent and is awaiting reply, there is no resolution as yet, last update was 02/27/2022, and no letter has been sent. | |
| **5** | Inform the member:   * Additional clarification is needed for the Rx, and that the pharmacy expects to receive a response from the prescriber in the near future. * The prescription will be held until the prescriber provides us with the necessary information, but the member can expedite the process by reminding their prescriber that they need to contact us.   Verify if the prescriber received the fax from us to clarify the prescription: |  |
| **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.  For Hawaii Mail Order clients, place the caller on hold and contact Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday - Friday. 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**.   For Hawaii Mail Order clients, warm transfer the prescriber to Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday – Friday. |
| Received fax but does not know what clarification is needed and below steps: Advise what clarification is needed | 1. Access the order or the original order if the order has been split. 2. Access the Order Status screen. 3. Access Prescription Details. 4. Click View Notepad |
| **If the member…** | **Then…** |
| Calls to find out why the prescription is on hold. | Do **not** provide the Delayed Prescriber Response line to Members. This phone number is for internal use only. Instead, ask them to call their MD office and prompt them to respond to the fax which was already sent, or call the Customer Care number so we can connect them to that department.  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.  For Hawaii Mail Order clients, place the caller on hold and contact the Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday – Friday. Ask that the request be re-sent to the prescriber’s office. Do not transfer the member to them. |

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| Prescriber Hold Until |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | View the status of the prescription on the **Main** screen in PeopleSafe.   * It will display “**In Process**” (or “**Exception**” if the order due date has passed) when the Rx was placed on Prescriber Hold Until. * A Future Fill date will also be displayed on the **Main** screen, but for Prescriber Hold Until Rx’s, it displays the expiration date of the Rx. | |
| **2** | View the **Prescription Details** for the prescription.   * The Rx status will display “**TRANSLATED - DIVERT**” if the Rx was placed on Prescriber Hold Until. * The View Problems screen will display the conflict “**FFL – HOLD UNTIL PBR RESPONSE**.” | |
| **3** | Inform the member:   * Additional clarification is needed for the Rx, and that the pharmacy expects to receive a response from the prescriber in the near future. * The prescription will be held until the prescriber provides us with the necessary information, but the member can expedite the process by reminding their prescriber that they need to contact us.   Verify if the prescriber received the fax from mail order to clarify the prescription: | |
| **If the prescriber…** | **Then…** |
| Did not receive the fax | The CCR should contact the Delayed Prescriber Response line at **800-459-1907** and ask that the request be re-sent to the prescriber’s office.  For Hawaii Mail Order clients, CCR should contact the Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday – Friday. 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 | The prescriber’s office should be advised to re-fax it.  If prescriber is calling and does not have the original fax, warm transfer to the Delayed Prescriber Response line at **800-459-1907**.  For Hawaii Mail Order clients, warm transfer prescriber to the Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday – Friday. |
| **If the member…** | **Then…** |
| Calls to find out why the prescription is on hold. | Do **not** provide the Delayed Prescriber Response line to Members. This phone number is for internal use only. Instead, ask them to call their MD office and prompt them to respond to the fax which was already sent, or call the Customer Care number so we can connect them to that department.  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** and ask that the request be re-sent to the prescriber’s office.  For Hawaii Mail Order clients, place the caller on hold and contact the Hawaii Clinical dept. at 1-877-418-4130 opt 2. Hours of Operation are 8:00am - 5:00pm HST, Monday – Friday. Ask that the request be re-sent to the prescriber’s office. |

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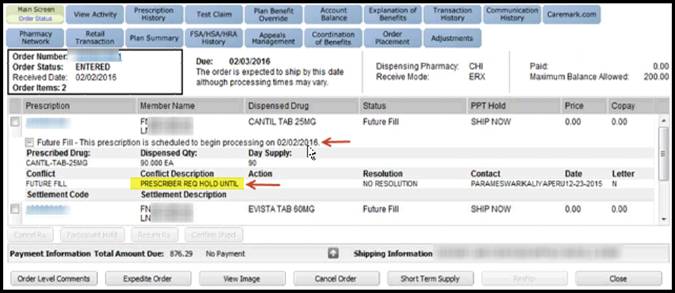
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| Prescriber Req Hold Until |

Prescribers cannot postdate a prescription. They can request the prescription not be filled until a specific date.

* The **Order Status** screen will display the prescription is in **FUTURE FILL** status and include the date the prescription is scheduled to begin processing.
* The **Conflict Description** column will display **PRESCRIBER REQ HOLD UNTIL**.

**Note:** Once this hold has been requested by the doctor, only the doctor 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.

For Hawaii Mail Order clients, the doctor can contact the Hawaii Clinical dept. at 1-877-418-4130 opt 2 with the order number to release the order. Hours of Operation are 8:00am - 5:00pm 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 |

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

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Being a Power House: Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776)

**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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