# PeopleSafe - PBM Hold

[Hold Common Conflicts](#_Toc144988935)

[Hold Indefinite Resolution](#_Toc144988936)

[ Prescriptions Which Will NOT Be Held](#_Toc144988937)

[Hold of Prescriptions NOT in Process](#_Toc144988938)

[Expired Prescriptions](#_Toc144988939)

[Log Activity](#_Toc144988940)

[Exceptions](#_Toc144988941)

[Related Documents](#_Toc144988942)

**Description:** Provides the process when our PBM Mail Service personnel may place a prescription on hold when circumstances prevent it from being filled. Includes examples of common conflicts that will result in the prescription being placed on hold and how for Customer Care to resolve the issue if possible.

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| **Hold Common Conflicts** |

**Note:** Delayed Prescriber Response (DPR) is another type of hold that is used when a prescription is incomplete or requires clarification, but the prescriber does not respond within a timely manner. Refer to [Delayed Prescriber Response (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0DF7701A-8E8E-402B-8041-D21CE4828E44) for more information about this particular hold.

Below are the most common conflicts that will result in the pharmacy placing the prescription on Hold, use as needed:

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| If the prescription has a... | Then the pharmacy will... |
| * Advanced Care Weight Program (ADV) conflict * Prior Authorization (PAR) conflict * Accounts Receivable (AR) conflict | 1. Resolve the conflict with **86** (places the prescription in a “Hold Indefinitely” status). 2. Send letter to member explaining reason for hold and how to release the hold. |
| Plan Limitations Exceeded conflict (MDL and QVT only) | 1. Void and retranslate the prescription. Refer to [Unable to Fill an Rx on Refill Screen Manual Refill Process (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=EEA92F37-F941-4237-9B9E-AF999AD68E8F). 2. Indicate “Hold Until” timeframe to be decided by the plan.   **Note:** Letter will **NOT** be sent to the member. |
| Not in Stock conflict (with approval from member) | Participant Services will contact the member and provide options including the ability to hold the prescription.   1. Resolve the conflict with **86** (places the prescription in a “Hold Indefinitely” status) if authorized by member. 2. Send letter. |

**Note:** Baggie orders will not be placed on PBM Hold by the pharmacy, nor should they be placed on Participant Hold by Customer Care. Baggie orders can be identified by viewing the Verify Order screen. If the Baggie Number field is populated, then the order is a Baggie Order.

[Top of the Document](#_top)

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| **Hold Indefinite Resolution** |

Perform the steps below to view an Indefinite Hold and request to begin processing the Rx:

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| **Step** | **Action** | | | |
| **1** | Access the **Main** screen, the Holds displays a prescription status of **Reject Hold** (similar to the Participant Hold Indefinite request).  **Note:** CII medications will **NOT** be placed on hold. | | | |
| **If the...** | | **Then...** | |
| Member requests this line item be filled | | Click on the **Rx number** link, then click on **View Problems** button to research **WHY**the item has been placed on hold in the View Problems screen. | |
| Rx was placed on Indefinite / RTP hold | | **All conflicts have been resolved**, and the Rx is not showing on the Order Placement screen, refer to [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=EEA92F37-F941-4237-9B9E-AF999AD68E8F), then proceed to Step 2. | |
| Rx was placed on Indefinite / RTP hold | | **All conflicts have been resolved**, and the Rx is showing on the Order Placement screen, continue as normal. Refer to [Prescription (Rx) Refill Order (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932F2F09-4581-4C2C-861D-5145AD7AB97A) for more details. | |
| **2** | Follow the current business process in order to begin resolution of the issue. | | | |
| **If…** | **Then…** | | |
| Rx is being held because of Prior Authorization (PA) and there is a PA in the system | **Do not** use the Expedite button.  Run a Test Claim for the correct medication in question and ensure the details of the test claim includes the PA that is on file. | | |
| **If…** | | **Then…** |
| Accepted | | * Complete an “Expedite Order in Process” RM task if the order is still in process.   + **Task Category:** Order Status   + **Task Type:** Expedite Order in Process   + **Queue:** Order Status – Participant Services   + **Notes Must include:** * Detailed notes about the situation * Number of days the member has on hand * The order number * If the order has been placed on hold or RTP’d, follow normal refill procedures.   **Note:** Explain in the notes that there is a Prior authorization in the system and to please ship order.   * Place a [Stop See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6A481D2D-CC6D-40F0-AF30-1858DB02B7A4) about this, as well as notes in the Expedite Order in Process task. |
| Denied | | Refer to the CIF for prior authorization and/or appeals information and refer to the PA Team as appropriate. |
| Rx is being held because of payment issues | Do not use the Expedite button.  Refer to [Change Payment Method for an Open Order (025593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47BDCA4C-E5E7-4887-856D-FF34DB37DFC2) and /or [Order Status Payment Exception (021319)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445B2DD4-59B7-4DDB-BD4E-B15B3B665989). | | |

**Note:** Hold Indefinite (Participant or PBM request) prescriptions will not transfer to new vendors upon client/plan termination. This includes PBM to PBM plan & client changes. (Refer to [Transfer Existing Rx to New Account (Carrier-to-Carrier Rx Transfer / Open Rx Transfer) (004727)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3A6AF7A1-B552-4822-B26E-A01FCDAFB2A7)). In escalated situations, contact Clinical Care for possible pharmacist-to-pharmacist transfer.

If member requests that a prescription be **RETURNED** (**NOT** filled), then refer to [Exceptions](#_Resolution_Time:).

[Top of the Document](#_top)

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| **Prescriptions Which Will NOT Be Held** |

Current business procedures will be followed if the prescription can’t be placed on hold. The following types of prescriptions issues should **NOT** be held:

* Baggie Orders
* **** DUR
* CII medications

[Top of the Document](#_top)

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| **Hold of Prescriptions NOT in Process** |

When a member requests to hold a prescription that is **NOT** currently in process, create a “Stop See” conflict at the member level. Refer to [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6A481D2D-CC6D-40F0-AF30-1858DB02B7A4).

**Result:** Routes the member request to the Comment Queue.

[Top of the Document](#_top)

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| **Expired Prescriptions** |

Complete as appropriate:

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| **If…** | **Then….** |
| Prescription expires while it is on hold | It will **NOT** be returned to the member.  The member will **NOT** be notified that the prescription has expired unless they have signed up for E-alerts via [www.caremark.com](http://www.caremark.com). |
| Member requests to release a prescription that was previously on hold and it is expired. | The prescription will route to the RTP queue and follow existing work instructions.  **Reminder:** Expired prescriptions are viewable in Rx History. |

[Top of the Document](#_top)

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| **Log Activity** |

304 Manual Refill

404 Order Inquiry

Log Activity Codes Job Aid

[Top of the Document](#_top)

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| **Exceptions** |

Use appropriate exception below:

* Member requests prescription returned (**NOT** filled).
  + **Participant Hold Indefinite and Participant Hold Until:**
    - **Task Category:** Order Status
    - **Task Type:** Cancel Order
    - **Queue:** Order Status – Participant Services

**Reminder:** Notes field should indicate “Please RTP member requested prescription returned NOT filled.”

 CII medications will **NOT** be placed on hold.

* Prescriptions that are incomplete or require clarification will be placed on hold if the prescriber does not respond within a timely manner. Refer to [Delayed Prescriber Response (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0DF7701A-8E8E-402B-8041-D21CE4828E44) for more information.

[Top of the Document](#_top)

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| **Related Documents** |

[Customer Care Abbreviations, Definitions and Terms (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)

[Top of the Document](#_top)

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