# PeopleSafe - Cancel Order, Prescription Refill or New Prescription

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**Description:** Provides instructions for when themember calls to cancel a new order, or a prescription within an order. Request is only honored during the holding period (8-23 days prior to anticipated medication depletion), if made prior to “Label Printed, Dispensed, Packed or Metered” status.

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| **High Level Process (HLP) Guide** | |
| 1. **[Determine](#Determine) the caller’s need to Cancel an Order or Prescription.** 2. [**Process**](#ProcesstheRequest) **the Request.** 3. [**Add**](#AddanOrderLevelComment) **an Order Level Comment.** 4. [**Advise**](#AdviseCancelled) **the** **member that the order has been cancelled.** | **MED D beneficiaries and orders in “REJECT SCH HOLD”** refer to [MED D - Expressed Consent (Ship Consent) (083036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0adae9-ad4d-4e9c-9707-301d785da1cf).  Icon - Important Information Refer to the “**Order Status**” screen to locate the status. |

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| Canceling an Order or Prescription |

Only the member, Legally Documented Representative (POA), parent or guardian of a minor or prescribing physician may cancel an order or prescription that is in process.

 Do not confuse **canceling** a prescription within an order with **discontinuing** a prescription.

* Cancel the refill only if the member does not want to have the prescription filled through mail order.
* Once a prescription has been discontinued, it becomes inactive and cannot be reordered through the Order Placement screen. If the prescription is valid and was discontinued in error, a [Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f) RM task is needed.

**Note:** New hard copy prescriptions that have never been filled and were cancelled by CCR will be returned (RTP'd) back to the member. If the prescription has previously been filled, it will re-populate to the refill screen if it is still a valid prescription. Refer to [Call Handling - Return to Member (RTP) (008384)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ea8d8c94-3850-4ec6-9f77-8b579abea68b).

 Called-in prescriptions and fax requests will not be sent back to the member. They are not re-routed; however, they can be restarted by creating a Manual Refill task **if** the new prescription has not expired.

**Note:** If member calls to cancel order not yet showing on PeopleSafe Main Screen, place a Temporary [Stop See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) on the account listing the medication name, the prescribing doctor, and whether the member wants the prescription placed on hold or discontinued.

 If the status of any line item in the order is Label Printed, Dispensed, Packed or Metered, do **not** use the Cancel Order or Cancel RX button. Refer to [PeopleSafe - How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451). Inform the member that there is **no guarantee** that an orders tote can be cancelled once the order has reached label print. Sending an email to the dispensing pharmacy would be the best option to possibly get the order stopped. Turnaround time is 1 business day.

Perform the following steps to cancel an order:

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| **Step** | **Action** | | | |
| **1** | Determine the caller’s need to cancel an order or prescription. Research and ask probing questions to determine if the member needs a full order cancelled or specific prescriptions within an order.  Bridge Supply orders cannot be cancelled.  [Return to High Level Process (HLP) Guide](#_High_Level_Process) | | | |
| **2** | Process the request by reviewing the **Main** **Screen** to determine if the order is displayed on it. | | | |
| **If…** | **Then….** | | |
| Yes | Continue to [step 3](#Three). | | |
| No | Ask the member if the order was placed by using the IVR (Telephone Voice Response), Customer Care, or website within the last 15 minutes. | | |
| **If…** | **Then…** | |
| Yes | After an order is placed, it will be available for editing for a brief period (within 1 to 15 minutes) via the Refill Status screen before it moves to the Main Screen and begins processing.  Perform the following steps to cancel a prescription:   1. From the **Main Screen**, click the **Order Placement** navigation button. 2. Click **Refill Status**. 3. Click the **Radio Button** for the refill that the member wants to cancel. 4. Click **Cancel Order** (located in the lower left side of screen). 5. Select **Cancel Order**.   **Result:** Screen refreshes and a pop-up box opens to confirm the cancellation. The order is removed from the screen and the refills placed back in the Order Placement screen where they can be ordered later if needed.  **Note:** For medications, the member still needs, a new refill will need to be started from the Order Placement screen. Refer to [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a).  A screenshot of a prescription  AI-generated content may be incorrect.  Canceling an order that contains a prescription(s) enrolled into either part of the ARP removes the prescription(s) from the Auto Refill program. Refer to the Canceling an ARP Order section in the [Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de).  The term “Automatic Renewal” is not well understood by members. Combine Automatic Refill and Renewal into a single description for the member. If the member agrees to enrollment, enroll the member in both Automatic Refill and Automatic Renewal.   1. Save the order. 2. Add an **Order Level Comment** stating why the order was canceled and who requested the cancellation.   **Example:**  <Member’s Name> requested this order be cancelled as he is no longer taking this medication.  **Note:**  Comment is **not** auto documented.  [Return to High Level Process (HLP) Guide](#_High_Level_Process) | |
| No | Perform the following steps to cancel a prescription that has **not yet** shown up on the PeopleSafe main screen:   1. Place a Temporary [Stop See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4), and include whether the member wants the prescription placed on hold or discontinued. It must include Medication Name, Strength, and Quantity. 2. Skip to [Step 9](#Nine). | |
| **3** | Access the **Main Screen**, find the appropriate Open Mail Order containing the prescription the member wants to cancel and click the Order Number hyperlink.  **Result:** Order Status screen displays.  **Note:** If the order **does not** display on the Main screen, then ask the member if they may have a separate account. Perform a [name and DOB search (027257)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=57660ff2-9cac-4009-8267-7231e754b512) to check other accounts including inactive accounts. | | | |
| **4** | Determine how the order was received. | | | |
| **If the Receive Mode indicates…** | | | **Then…** |
| Auto Changeback  **Note:** Refer to [Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36). | | | Do **not** cancel the order. [Warm transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0) the call to [Clinical Care Services (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8). |
| Anything else | | | Continue to next step. |
| **5** | Click the Order Number in the top left corner.  **Note:** The status on the main Order Status screen may be inaccurate. You **must** click the Order Number from this page to confirm accurate status:  A screenshot of a computer  AI-generated content may be incorrect.  The Order Line Items section of this screen displays the current [order status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6):  A screenshot of a computer  AI-generated content may be incorrect. | | | |
| **If Status States…** | | | **Then…** |
| **Entered, In Process or Open** | | | Proceed to next step.  **Note:** This is the Holding period (8-23 days prior to anticipated medication depletion) when changes or cancel order are allowed. |
| **Ready for Label Print (RD LBL)**  **Label Printed, “Dispensing” (LBL PT)** | | | Conflicts have been resolved. Order is in the process of being dispensed.  Email a Stop Tote Request to Dispensing Pharmacy. Refer to [PeopleSafe - How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451).   Inform the member that there is **no guarantee**.  Do **not** use the Cancel Rx button. |
| **“Dispensed,” Packed, Metered, or Shipped** | | | Advise the member the prescription cannot be cancelled; it has gone too far along in the process to be canceled. Refer to [Return Order Request (Formerly Refund Copay Credit/Mail Tag Request) (060206)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb) to research possible return or credit options.  Do **not** use the Cancel Rx button. |
| **Divert (AD DIV), Future Fill** | | | Proceed to next step. |
| **Notes:**   * If you cancel a specific prescription or an entire order, new prescriptions will be RTP'd back to the member. Called-in prescriptions and fax requests will not be sent back to the member. Called-in prescription and fax requests that have been RTP’d may be restarted by submitting an Order Placement > Refill Request - Manual task. * To return to the previous Order Status screen, click Close on the bottom right. * If the member wants a new prescription to be filled on a later date, place the prescription on Indefinite Hold. Refer to [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c). | | | |
| **6** | Select the individual prescriptions being canceled and then click **Cancel Rx**.  Do **not** use the “Cancel Order” button.  **Note:** If individual prescriptions in the order are being cancelled, select each prescription, and then click Cancel Rx. If all prescriptions in the order are being cancelled, select all prescriptions in the order and click the Cancel Order button.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** PeopleSafe displays a pop-up message for verification. | | | |
| **7** | Select **OK**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Screen refreshes and “Canceled” is displayed for the “Order Status.”  A computer screen shot of a computer error  AI-generated content may be incorrect. | | | |
| **8** | Add an Order Level Comment under the order in question stating why the order or specific prescription was canceled and who requested the cancellation.  **Note:** This comment is not auto documented.  This Comment must be added to the Order Level screen.  **Example:** <Member’s Name> requested to cancel this order as he is no longer taking this medication.  [Return to High Level Process (HLP) Guide](#_High_Level_Process) | | | |
| **9** | Select **Close** to return to the **Main Screen**. | | | |
| **10** | Advise the member that the order has been canceled and the member will receive a communication (letter, phone call, etcetera) confirming the cancellation of their order.  If the prescription being canceled was a renewal request and the prescriber did not respond to the fax, perform these steps:  Advise the member to notify their prescriber that they no longer need the prescription and should not respond to the fax request.  Enter a [Stop See Comment (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4) to ensure that if the prescriber does respond later, the prescription will not be filled.  **Note:** If the member questions a pending credit card charge for a canceled order, advise that we issue approved refunds within three business days. The financial institution (**Example:** Bank, HSA, etcetera) will release the funds back into the account according to their guidelines. Due to financial institutions’ internal processing times, members may see a delay in the refund.  [Return to High Level Process (HLP) Guide](#_High_Level_Process) | | | |

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| Alternatives |

If the member states they called to cancel an order but that order still shipped out and was charged to the Member, 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 |

Up to 1 business day.

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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)

[PeopleSafe - How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451)

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

[PeopleSafe - Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)

**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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