# Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold

[Placing an Rx in Process on Hold](#_Toc169090590)

[Releasing an Rx from Hold Until](#_Toc169090591)

[Releasing an Rx from an Indefinite Hold](#_Toc169090592)

[Related Documents](#_Toc169090593)

**Description:** Process for placing a prescription (**Rx**) in Process on hold. It also provides the processes for releasing an Rx from Hold Until and from Indefinite Hold.

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| Placing an Rx in Process on Hold |

Icon - ImportantDo not place C2 prescriptions on hold. We can fill C2 prescriptions in which the provider has written “do not fill until.” In this case, the member can send the three consecutive 30-day prescriptions in at one time, and the system will place them on Future Fill hold until they are ready to be filled. The member cannot place holds on C2 prescriptions.

**Notes:**

* Prescriptions can only be placed on hold one at a time.
* Adjustments cannot be made to change Hold dates set by the provider to an earlier date.
* Refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for information on who can place an order on hold.
* If the member questions a pending credit card charge for an order put on hold, advise that we issue approved refunds within three (3) 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.
* If you put one or more Rx from an order on hold (until or indefinite) to allow the rest of the order to ship, you must also [Manage the Conflict (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) to release the order.

 Prescriptions enrolled in the Auto Refill Program cannot be placed in a Hold Status. The Rx can be Discontinued or Removed from the order. Refer to [Compass - Cancel or Remove a Prescription (Rx) from an Order (056363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9c43c276-a6a4-4481-880d-62b194600f02) or [Compass - Discontinuing a Prescription (Rx) in Order Details (056370)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a0396fd5-8224-4c89-b673-49071e64cab1).

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **2** | Select the order in process by clicking the **Order Number** hyperlink.    **Note:**  Click the chevron arrow to collapse and expand a preview of the order  .  **Result:** The Order Details screen displays. | |
| **3** | Click the chevron arrow next to the member’s name to expand prescriptions for that member.    Verify the drug name, strength, quantity, same date written, and days’ supply. | |
| **4** | Determine if the **Hold** button is enabled. | |
| **If the Hold button is…** | **Then…** |
| Enabled | Check the **Rx Status Description**.   * If the **Rx Status Description** states, “We are dispensing your prescription,” Refer to [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658).   + If the caller requests the shipping address, shipping method, or payment method be changed for Rx(s) in dispensing or label printed status, refer to the “Scenario Guide for Stop Tote” section of [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) as needed.   A screenshot of a computer  AI-generated content may be incorrect.   * For all other **RX Status Descriptions**, select the checkbox next to the drug in question and then click the **Hold** button. Proceed to the next step.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Hold Rx pop-up will display with the following details:   * Prescription number (Rx #) * Member * Drug Name/Strength |
| Disabled | The **Hold** button will be disabled if a hold is not available for this prescription. Advise the member the prescription cannot be placed on hold; it has gone too far along in the process to be placed on hold.  **Examples:**   * Rx is enrolled in **Auto Refill Program**. * The Rx Status is not in processing, the Rx has been moved to another order.   A screenshot of a computer  AI-generated content may be incorrect. |
| **5** | Select the **Hold Type**.   * Selecting **Hold Until** places the medication on a future fill hold until a specific date. The medication order will automatically release on that date.   + If selecting **Hold Until**, enter date member is requesting to be held until. If the date entered is greater than or equal to the expiration date of the prescription, the system will show an error message of “Must be before the Rx expiration date.” Changes will not be saved if agents enter a date that is not valid. * Selecting **Indefinite** will place the medication on an indefinite hold. Once the member would like to fill the medication, a new manual refill order will need to be placed from the **Mail Rx** screen.   A screenshot of a computer  AI-generated content may be incorrect.  **Note:** To void the Prescription Hold request, click **Cancel.** | |
| **6** | Click **Save**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** A confirmation that the Rx was placed on hold displays. | |
| **7** | Educate the member that they will receive a letter advising an Rx was placed on hold upon their request. | |

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| Releasing an Rx from Hold Until |

Complete the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab.  A screenshot of a computer  AI-generated content may be incorrect. |
| **2** | Select the order in process by clicking the **Order Number** hyperlink.  **Result:** TheOrder Details screen displays.  A screenshot of a computer  AI-generated content may be incorrect.  **Note:**  Click the chevron arrow   to collapse and expand a preview of the order. |
| **3** | Click the member’s name to expand prescriptions for that member. Then locate the applicable prescription.  A screenshot of a computer  AI-generated content may be incorrect.  **Note:** The Customer Care Representative cannot release holds due to Delayed Prescriber Response. |
| **4** | Review and confirm the prescription details:   * Patient’s name * Drug name * Strength * Formulation (**Examples:** Tab, capsule, or extended release, etcetera) * Quantity * Days’ Supply   **Note:** Do **not** share the cost/copay yet; this will be done later.  A screenshot of a computer  AI-generated content may be incorrect. |
| **5** | Scroll down and verify the complete shipping address and telephone number for the order (update as appropriate).  A screenshot of a computer  AI-generated content may be incorrect. |
| **6** | Scroll back up and click **Ship Now**.    **Result:** The system automatically runs a test claim and the Future Fill Hold - Test Claim Results pop-up displays. |
| **7** | Verify the prescription is correct, then share the cost/copay, and read the price estimate disclaimer: Please keep in mind that the amount due for your order may vary from this quote upon processing.  A screenshot of a test results  AI-generated content may be incorrect. |
| **8** | Click **Continue**.  **Result:** The prescription is released from hold and placed in processing. A confirmation message that the prescription has been released from hold displays. |

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| Releasing an Rx from an Indefinite Hold |

**Reminder:** Prescriptions placed on an Indefinite Hold will display in the **Mail Order History** tab of the Claims Landing Page but cannot be released from hold from the prior order. The **Ship Now** indicator will not be present.

Complete the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, click the **Mail Rx** tab.  A screenshot of a computer  AI-generated content may be incorrect. |
| **2** | Proceed to order the Rx. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c). |

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| Related Documents |

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

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

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