**Compass - Cancel or Remove a Prescription (Rx) from an Order**

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**Description:** Describes how to cancel or remove prescription(s) from an order in Compass.

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| **Informational Overview** |

**Important Reminders:**

* Only the Member, Legally Documented Representative (**Example:** (POA)Power of Attorney), or Prescribing Physician may cancel an order or prescription(s) that is in process.
* Determine if the member needs the entire order canceled, or specific prescription(s) within the order canceled.
* Do not confuse **canceling** prescription(s) within an order with **discontinuing** prescription(s). Once prescription(s) has been discontinued, it becomes inactive and cannot be reordered through the Mail Rx screen. Refer to [Compass - Discontinuing a Prescription (Rx) in Order Details (056370)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a0396fd5-8224-4c89-b673-49071e64cab1).
* To remove a Rx from an Order and Discontinue that same Rx, use the **Discontinue** button in Order Details. If Remove from Order button is selected first, wait for the Order Details screen to automatically refresh before using the Discontinue button to ensure proper processing of the Discontinued Rx. Refer to [Compass - Discontinuing a Prescription (Rx) in Order Details (056370)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a0396fd5-8224-4c89-b673-49071e64cab1).

**Note:** If the prescription is valid and was discontinued in error, you will need to restart using [Offline Refill Request Support Task (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed).

* Bridge Supply orders are **NOT**able to be canceled.
* Prescriptions and fax requests will not be sent back to the member. They are not re-routed; however, they can be restarted if the new Rx has not expired by creating an [Offline Refill Request Support Task (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed).
* Canceling an order that contains a prescription(s) enrolled into any part of the Annual Refill Program (ARP) removes the prescription(s) from ARP.
* Cancel the refill only if the member does not want to have the Rx filled through Mail Order.

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| **Cancel Order Type** | **Definition** | **Location** |
| **Access list of orders awaiting an Order Number** | Pending order placed within 15 minutes awaiting entry into the Mail Order Pharmacy. | **Note:** To cancel orders awaiting an order number, refer to [Compass - Editing and Cancelling In Process Orders (057232)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98a7a9d6-b7fc-4471-9168-f6e3c3d2a14a). |
| **Remove Rx from Order** | Removal of a specific prescription within an order. The remaining prescriptions in the order will proceed to processing. |  |
| **Cancel Order** | Cancel the entire order. |  |

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| **Removing an Rx from an Order** |

**Note:** Prescription(s) can only be removed from an Order one at a time. You do not need to select the checkbox before clicking **Remove from Order**.

Canceling an order on the first fill will **Discontinue** the prescription(s). **For first fills, place the Rx on Hold**, refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold (056362)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3).

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the Claims Landing Page click **Mail Order History**.  **Result:** Mail Order History will display.  Only orders that have a receive date within the last 5 days will show. | |
| **2** | Ensure the authenticated member’s name is selected in the **View by Member or Family** drop-down box. | |
| **3** | Locate the Order Number, then click the chevron arrow   to collapse and expand a preview of the order.  **Note:** Utilize the Search fields for assistance. | |
| **4** | Click the **Order Number** hyperlink, that contains prescription(s) that should be removed.  **Result:** The Order Details screen displays.  **Note:** If the status of the prescription is Pending Carrier Pickup or Shipped, canceling is not possible. Check if plan allows for mail tag and, if so, advise them to contact Caremark once package is received to request return of the package. | |
| **5** | Click the member’s name to expand prescriptions for that member. Then locate the drug and click the **Remove from Order** button.    **Result:** The Remove Rx from Order popup will display.  **Note:** If the Rx is on indefinite hold, the Remove Rx from Order button will be disabled. | |
| **6** | Ensure the member listed in the table is authenticated.  Verify prescription(s) information listed in the **Remove Rx from Order** table.  **Note:** If this is the **First Fill** of the Rx being canceled, refer to the [Scenario Guide](#_Scenario_Guide).  A screenshot of a prescription  AI-generated content may be incorrect. | |
| **If the selected Rx(s) are…** | **Then…** |
| Correct | Click **Yes**.  **Result:** The prescription is removed from the order.  **Note****:** At times, the pharmacy may need to manually remove the prescription from the order. If a **Stop Tote Email Required** popup displays, refer to [Compass – Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658). |
| Incorrect | Click **No**.  **Result:** You are returned to the Order Details screen; return to Step 5. |

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| **Canceling an Entire Order** |

**Reminder:** Once the entire order is canceled, the member will **NOT** receive any prescriptions in the order.To remove individual prescriptions from an order, refer to the [Remove an Rx from an Order](#_Removinge_an_Rx) section.

Canceling an order on the first fill will **Discontinue** the prescription(s). **For first fills, place the Rx on Hold**, refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold (056362)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3).

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the **Claims Landing Page**,click **Mail Order History**.  **Result:** Mail Order History will display.  Only orders that have a receive date within the last 5 days will show. | |
| **2** | Ensure the authenticated member’s name is selected in the **View by Member or Family** drop-down box. | |
| **3** | Verify the prescription(s) the member wants to cancel.  **Notes:**   * Click the chevron arrow   to collapse and expand a preview of the order. * Utilize the Search fields for assistance. | |
| **4** | Locate the Order Number(s), then Click the **Order Number** hyperlink for the appropriate prescription(s) the member is requesting to cancel.  **Result:** The Order Details screen displays.    **Notes:**   * If the order has already shipped, review the CIF for alternative options. * If the order **does not** display in the **Mail Order History**, refer to [Compass - Editing and Cancelling In Process Orders (057232)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98a7a9d6-b7fc-4471-9168-f6e3c3d2a14a). * If the order **does not** display in the **Mail Order History** AND is **not awaiting an Order Number**, ask the member if they may have a separate account. Perform a name and Date of Birth (DOB) search to check other accounts including inactive accounts. Refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114) as needed. | |
| **5** | Click the **Order Actions** drop-down arrow, then click **Cancel**.    **Result:** Cancel Order window will display.  If the **Cancel Order** button is disabled, review the CIF for alternative options. | |
| **6** | Verify prescription(s) information listed in the Cancel Order table.  Ensure the member(s) listed in the table is authenticated.  A screenshot of a prescription  AI-generated content may be incorrect. | |
| **If the selected Order and Rx(s) are…** | **Then…** |
| Correct | Click **Yes**.  **Result:** The order is canceled.  **Note****:** At times, the pharmacy may need to manually remove the order. If a **Stop Tote Email Required** popup displays, refer to [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) |
| Incorrect | Click **No**.  **Result:** You are returned to the Order Details screen; return to Step 3. |

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| **Scenario Guide** |

Refer to the following scenarios as needed:

* [Order Not Yet Showing in Compass](#OrderNotYetShowinginCompass)
* [Pending Credit Card Charge for a Canceled Order](#PendingCreditCardChargeforCanceledOrder)
* [First Fill of the Rx Being Canceled](#FirstFilloftheRxBeingCancelled)
* [Order being held due to High Copay AR divert](#OrderHeldHighCopayARDivert)

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| **Scenario** | **Action** | |
| **Order Not Yet Showing in Compass** | 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 yes, refer to [Compass - Editing and Cancelling In Process Orders(057232)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=98a7a9d6-b7fc-4471-9168-f6e3c3d2a14a).   * If member calls to cancel an order not yet showing in the Mail Order History **or** list of orders awaiting an Order Number, place a **Mail Alert** on the account listing the medication name, the prescribing doctor, and whether the member wants the prescription placed on hold or discontinued. Refer to [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18). | |
| **Pending Credit Card Charge for a Canceled Order** | If the member questions a **pending credit card charge** for a canceled order, 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. Refer to [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only) (058044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764). | |
| **First Fill of the Rx Being Canceled** | Ensure the member listed in the table is authenticated.  Educate the member that removing prescription(s) from an order when it’s the first fill will discontinue the prescription(s). Their other option would be to place the prescription(s) on indefinite hold.  **CCR Note:** When prescription(s) are discontinued, it becomes inactive and cannot be reordered through the Mail Rx screen.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **If the caller wants to…** | **Then…** |
| Discontinue the Rx | 1. Click **Remove and Discontinue Rx**.   **Result:** The Authentication Required modal displays.  A screenshot of a login  AI-generated content may be incorrect.   1. Select the checkbox confirming you have spoken directly to the authenticated member associated with this prescription. 2. Click **Continue**.    * To exit, click **Cancel**.   **Result:** The prescription is removed from the order. |
| Place the Rx on Indefinite Hold | Click **Return to Order Details**.  **Result:** You are returned to the Order Details screen. To place the prescription on **Indefinite Hold**, refer to [Compass - Placing/Releasing a Prescription (Rx) in Process on Hold/From Hold (056362)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=46478c4b-48ae-4502-b66c-222e1ca37ce3). |
| **Order being held due to High Copay AR divert** | For members returning a call due to a High Copay, IF they do not want the order/Rx released, the order or Rx needs to be place on indefinite hold or canceled. There are two attempts made in a 24-hour period. If there is no attempt on the 3rd day, the order will get RTP or placed on hold. | |

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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)

**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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