# Compass - Discontinuing a Prescription (Rx) in Order Details

[Order in Process](#_Toc206675315)

[Related Documents](#_Toc206675316)

**Description:** Steps to Discontinue a prescription in Order Details in Compass.

 CCR’s working in Texas cannot legally discontinue a prescription. CCR’s working in Texas will need to call Clinical Care Services to discontinue a prescription.

|  |
| --- |
| Order in Process |

Member must have an active **Mail Order Prescription** with refills remaining and not expired. If member requests a prescription discontinued that is at retail, they must contact the retail pharmacy.

Some examples of reasons a member or prescriber may request a mail order prescription be discontinued include:

* Member is no longer taking the medication.
* Member changed to a different strength or dosage.
* Multiple prescriptions on file for different days’ supply (30 vs. 90).

 Once a prescription has been discontinued, it becomes inactive and cannot be reordered through the **Mail Rx** screen. If the prescription is valid and discontinued in error, create a Support Task, **Task Type:** Refill Request-Offline Refill. Refer to [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98).

**Note:** Compass is an intuitive system. For all scenarios, use the system as a guide for action.

**** Requests to Discontinue a PBM prescription can only be requested by the following:

* Prescribing provider or staff of prescribing provider (must note first name, last initial, and reason for discontinuation of Rx)
* Member for whom the prescription is written
* Power of Attorney (POA)
* Parent/legal guardian calling on behalf of a minor.

 If the member calls in requesting to discontinue a prescription that is not yet showing in Compass, add a **Mail Alert** on the account listing the medication name, the prescribing doctor, and that the member wants the prescription to be discontinued. Refer to [Compass – Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18).

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | 1. From the Claims Landing Page, click the **Mail Order History** tab. 2. Ask the caller the reason for discontinuing the prescription, if they have not already given a reason. | |
| **2** | Locate the order in question.  **Note:** Click the chevron arrow to collapse and expand a preview of the order  . | |
| **If the…** | **Then…** |
| Order can be located | 1. Select the **Order Number** hyperlink.     **Result:** Order Details screen opens.   1. Proceed to the next step. |
| Prescription cannot be located within an order | 1. From the Claims Landing Page, click the **Mail Rx** tab. 2. Click the **Rx History** tab. 3. Locate the prescription that needs to be discontinued and then click the **Rx #** hyperlink.      1. Click **Discontinue Rx** (upper right hand) and proceed to Step 4. |
| **3** | Locate the drug, then select the checkbox next to the drug. | |
| **4** | Click the **Discontinue** button.    **Result:** A Discontinue Rx popup displays.  If a **Family Member/Third Party** is calling to discontinue a Rx for members over the age of 18, the member will have to get on the line to authenticate and then give verbal permission to the 3rd party to speak on their behalf.  If Family Member/Third Partyis calling on behalf of a **Minor**, no authentication is required and “I have spoken to and authenticated <member name>” checkbox will not display.  Refer to [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for more information on 3rd party callers.  **Note:** If the Discontinue button is not clickable, click on the prescription number hyperlink and then click Discontinue Rx (upper right hand).    Review the information displayed on the Discontinue Rx popup message.   * The **Yes** button will illuminate only after the checkbox is selected to confirm that the member has been spoken to and authenticated.   **Note:** If any of the following are calling, proceed with discontinuing the prescription:   * Prescribing provider or staff of prescribing provider (must note first name, last initial, and reason for discontinuation of Rx)Member for whom the prescription is written * Power of Attorney (POA) * Parent/legal guardian calling on behalf of a minor | |
| **5** | Click **Yes** to proceed with discontinuing the prescription.  **Note:** Click **No** and the prescription will not be discontinued.  **Result:** A message displays indicating that the prescription has been successfully discontinued.  **Reminder:** Notate the account stating why the prescription was discontinued and who requested it.  **Note:** When the process is complete, the date the prescription was discontinued can be seen on both the Quick View tab and the Prescription Details tab from the Claim Details screen. To view the Claim Details screen, click the **Rx #** hyperlink. | |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

Customer Care Abbreviations, Definitions, and Terms Index (017428)

**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)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**