# Compass - Delayed Prescriber Response/Prescriber Holds

[Reminders](#_Toc202159808)

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**Description:** Information that involves the handling of incomplete prescriptions requiring clarification from the prescriber. The two types of Delayed Prescriber Response Hold are **Prescriber Hold Until** and **Prescriber Indefinite Hold**.

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| Reminders |

Prescriptions are placed on **Prescriber Indefinite Hold** due to error and delay by the prescriber, not due to any error made by mail order.

**Reasons may include:**

* Rx with no more refills
* Requires a **PA** (Prior Authorization)
* Incomplete instructions
* Conflict or therapeutic duplication with another medication

The prescriber **cannot** postdate a prescription, but they **can** request the prescription not be filled until a specific date using **Prescriber Req Hold Until**.

For more information about how to contact prescribers for new prescriptions, refer to [Compass - Obtaining a New Prescription (Rx) for the Member (New Rx Request) (054208)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a7684ce9-c2bc-4cbc-ab37-c1ffb7789706) and [Being a Power House: Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776) as needed.

**Notes:**

* Prescriptions placed on **Prescriber Indefinite Hold** and **Prescriber Req Hold Until** are incomplete and not yet valid. As a result, they will not be eligible for Bridge Supply (verify in the Client Information Form <**CIF**>) or transfers to other pharmacies.
* Prescriptions placed on Prescriber Hold will not be returned to the member, although a letter will be sent to the member informing them of the delay.
* CCRs will be unable to release prescriptions held due to delayed prescriber response. Only the pharmacy has this capability.

**Exception:** Customer Care Representatives (**CCR**) may release prescriptions on hold for **Delayed Prescriber Response** if the medication was not in stock (NIS) but is now in stock through mail order, refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) section titled: Manage Divert Issues Support Task to view steps on how to release order.

* If an order is placed on hold for a Prior Authorization and one has been received and approved on file, refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) to view next steps on how to release order.This can only be done if an approved Prior Authorization is on file.

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| Prescriber Holds |

**** Only a prescriber can release most prescriber hold conflicts.

Complete the steps below:

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| **Step** | **Action** | | |
| **1** | From the Claims Landing Page, navigate to the **Mail Order History** tab. | | |
| **2** | Click the **Order Number**.  **Result:** Order Details displays.    **Note:** Click the **chevron arrow**  beside the order number to expand a brief overview of the order before opening it. | | |
| **3** | Click the **Member’s name**.  **Result****:** Order details for the selected member are displayed.  **Note:** When a prescription (**Rx**) has a Prescriber Hold, the **Hold** function for that prescription will be unavailable. | | |
| **4** | Click **Conflicts**.  **Result:** More information on any conflicts, including prescriber hold conflicts, displays.  **Note:**If additional assistance is needed to determine why the order is on hold, review order **Alerts/Notes Tab** for more information.    **Note:** When a Prescriber Hold exists on a **prescription:**   * The Participant Hold functionality will be disabled. * The system will show in the status of the prescription **the following message:** “We are waiting to hear from your Provider (doctor). You should contact your Provider (doctor) for more information.” * The provider can contact us to release the order sooner. The doctor’s office may contact the Delayed Prescriber Response (**1-800-459-1907**) with the order number to release the order.   **Note:** Do **NOT** give the Delayed Prescriber Response number to the member. Instead, advise the member to have their provider contact us to release the order. If the Member is unhappy with this or pushes back, place the caller on Hold and contact the Delayed Prescriber Response line at **1-800-459-1907** - **option 2** and ask that the request be re-sent to the prescriber’s office. Do not transfer the member to them.  Hours of Operation for the Delayed Prescriber Response line are Monday through Friday (**M-F**) 8:00 A.M. to 6:30 P.M. **EST** (Eastern Standard Time). | | |
| **If prescriber…** | | **Then the system will show…** |
| Indefinite Hold | | An order status of “Rejected- DPR” |
| Hold Until due to more information needed for the Rx | | A status of “Processing” |
| Hold Until due request (**Req**) by the Prescriber | | A status of “Future Fill,” and the Conflict message will state “Prescriber Req. Hold Until” |
| **5** | **Inform the caller:**   * Additional clarification is needed for the prescription, and that the pharmacy expects to receive a response from the prescriber in the near future. * The prescription will be held until the prescriber provides us with the necessary information, but the member can expedite the process by reminding their prescriber that they need to contact us. * If speaking with the prescriber’s office, verify if the prescriber received the fax from us to clarify the prescription, then proceed **as follows:** | | |
| **If the prescriber…** | **Then…** | |
| Did not receive the fax | Place the caller on Hold and contact the Delayed Prescriber Response line at **1-800-459-1907 -** **option 2** (M-F8:00 A.M. to 6:30 P.M. EST) and ask that the request be re-sent to the prescriber’s office. | |
| Received fax but has not yet responded, or it was faxed back to mail order but not received | Advise the prescriber’s office to re-fax it.   * If the prescriber is calling and does not have the original fax, **warm transfer** to the Delayed Prescriber Response line at **1-800-459-1907 - option 2** (M-F 8:00 A.M. to 6:30 P.M. EST). | |
| Received fax but does not know what clarification is needed and **below steps:** Advise what clarification is needed | 1. Navigate to the **Claims page > Claims Tab**. 2. Access the **Claim Details** screen by clicking the Rx number. 3. Click the **Messaging** tab to review Rx messages. | |
| **If the member…** | **Then…** | |
| Calls to find out why the prescription is on hold | Do **not** provide the Delayed Prescriber Response line to members. Instead, advise the member to contact their provider (doctor).   * If the Member is unhappy with this or pushes back, place the caller on Hold and contact the Delayed Prescriber Response line at **1-800-459-1907** - **option 2** (M-F 8:00 A.M. to 6:30 P.M. EST)and ask that the request be re-sent to the prescriber’s office. Do not transfer the member to them. | |

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| Resolution Time |

Varies. The prescription will be processed once all required information/clarification is received from the prescriber.

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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)

[Being a Powerhouse: Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776)

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