**Compass -** **Discontinue a Prescription (Rx) in Order Details or Prescription Details**

[General Information](#_Toc132304700)

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**Description:** Information on how to discontinue a prescription (Rx) in Compass from the Order Status page.

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| General Information |

* Member must have an active **Mail Order Prescription**.
* Once a prescription has been discontinued, it becomes inactive and cannot be reordered through the Mail Rx screen. If the prescription is valid and was discontinued in error, an RM Task is needed. Swivel to PeopleSafe to complete the RM Task - refer to [Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c).
* If a member/POA/provider requests to discontinue a medication that is not in an active order, the agent will need to swivel to PeopleSafe to complete an RM Task.

**** Discontinuing a prescription can only be requested by one of the following people:

* Prescribing provider
* Member for whom the prescription is written
* Power of Attorney (POA)
* Parent of the minor child for whom the medication is prescribed

**Notes:**

* If you are speaking to the fully authenticated member/POA and you receive a message that you must speak directly to the member, ensure you are in the correct member’s profile for that account.
* Compass is an intuitive system. For all scenarios use the system as a guide for action.

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| Discontinue a Prescription in Order Details |

Complete the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the **Mail Order History** tab on the Claims Landing Page. |
| **2** | Click the **Order Number** hyperlink for the order containing the prescription you need to discontinue.  **Result:**  The Order Details screen displays.    **Note:** Click the chevron arrow to collapse and expand a preview of the order. |
| **3** | Click the **Member’s Name**.  **Result:** Prescription information displays for medications for this member. |
| **4** | Locate the Rx, then click the checkbox next to the Rx. |
| **5** | Click the **Discontinue Rx** button.  **Result:** A Discontinue Rx popup will display.  Only proceed with discontinuing the Rx if speaking with one of the following people:   * Prescribing provider * Member for whom the prescription is written * Power of Attorney (POA) * Parent of the minor child for whom the prescription is written   The order must be In Process status to discontinue the medication.   * If the **Discontinue Rx** button is illuminated, the Rx can be discontinued. * If a **Stop Tote** message displays, copy and paste the applicable Stop Tote information in an email and send to the appropriate dispensing pharmacy. * If the **Discontinue Rx button** is disabled, the Rx cannot be discontinued. |
| **6** | Click the box confirming you have spoken to and authenticated the member, then click **Yes** to proceed with discontinuing the Rx.  **Result:** A message displays confirming the discontinued Rx. The system will automatically enter an Rx level Alert indicating that the Rx was discontinued.  **Notes:**   * Click **No** and the Rx will not be discontinued, and you will return to the **Order Details** screen. * If there is an issue with eligibility, a message will display stating that the Rx will be discontinued once Eligibility is resolved. * If the prescription is part of an active Bridge Supply, a message will display stating that a Bridge Supply is in process; the Rx will discontinue later automatically. * If the prescription is part of an order that has been locked, a message will display stating that the Rx will be discontinued and cancelled by the system once the order is unlocked. * If the prescription is part of an order in processing and is the only prescription in that order, a message will display stating that the Rx has been discontinued and the order has been cancelled. |

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| Discontinue a Prescription in Prescription Details |

Complete the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the **Mail Order History** tab on the Claims Landing Page.  **Note:** Ensure your filter settings are displaying either Mail Order prescriptions, or All. |
| **2** | Click the **Prescription Number** hyperlink for the order containing the prescription you need to discontinue.  **Result:** The Prescription Details screen displays.    **Note:** Click the chevron arrow   to collapse and expand a preview of the order. |
| **3** | Ensure you have selected the correct prescription to discontinue, then click **Discontinue Rx**.  **Result:** A Discontinue Rx popup will display.    Only proceed with discontinuing the Rx if speaking with one of the following people:   * Prescribing provider * Member for whom the prescription is written * Power of Attorney (POA) * Parent of the minor child for whom the prescription is written   The order must be In Process status to discontinue the medication.   * If the **Discontinue Rx** button is illuminated, the Rx can be discontinued. * If a **Stop Tote** message displays, copy and paste the applicable Stop Tote information in an email and send to the appropriate dispensing pharmacy. * If the **Discontinue Rx button** is disabled, the Rx cannot be discontinued. |
| **4** | Click the box confirming you have spoken to and authenticated the member, then click **Yes** to proceed with discontinuing the Rx.  **Result:** A message displays confirming the discontinued Rx. The system will automatically enter an Rx level Alert indicating that the Rx was discontinued.  **Notes:**   * Click **No** and the Rx will not be discontinued, and you will return to the **Prescription Details** screen. * If there is an issue with eligibility, a message will display stating that the Rx will be discontinued once Eligibility is resolved. * If the prescription is part of an active Bridge Supply, a message will display stating that a Bridge Supply is in process; the Rx will discontinue later automatically. * If the prescription is part of an order that has been locked, a message will display stating that the Rx will be discontinued and cancelled by the system once the order is unlocked. * If the prescription is part of an order in processing and is the only prescription in that order, a message will display stating that the Rx has been discontinued and the order has been cancelled. |

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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)

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