# Compass - Stop Tote Requests

[Cancel Order via Stop Tote Automated Email](#_Toc196990837)

[Remove Rx(s) from an Order via Stop Tote Automated Email](#_Toc196990838)

[Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email](#_Toc196990839)

[Scenario Guide for Stop Tote Automated Email](#_Toc196990840)

[Related Documents](#_Toc196990841)

**Description:** Provides information on how to Stop Tote for an order or prescription(s) when the status has reached dispensing. Compass will determine if a Stop Tote request is needed.

**Notes:**

* Compass is an intuitive system. Use the system as a guide for action in each scenario.
* 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.
* If the caller requests the shipping address, shipping method, or payment method be changed for Rx(s) in dispensing, refer to the [Scenario Guide for Stop Tote Automated Email](#_Scenario_Guide_for).
* Enter a note in the Case Comments after sending the Stop Tote. Include the Order Number or Rx Number, the Dispensing Pharmacy, the reason for the request.
* Review the case notes to see if a Stop Tote has already been submitted for the Order or Rx(s) in question before continuing.
*  Stop Tote requests **do not** happen in real time. Allow one business day for the request to reflect in Compass.
* ****  This work instruction does not apply to orders shipped by Coram. Refer to [Compass - Medical Foods (062771).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=65b80609-a9b5-4272-8fa8-a1e0c969c1e3)

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| Cancel Order via Stop Tote Automated Email |

Complete the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, navigate to **Mail Order History**. |
| **2** | Click the **Order Number** hyperlink the caller is requesting to cancel.  **Result:** The Order Details screen displays.  Only the member, legally documented representative (POA), or prescribing physician may cancel an order that is in process.  **Note:** You can expand/contract the order to see which medications it contains by clicking the arrow   beside the **Order Number** on the mail order history page. |
| **3** | Confirm with the member that they would like to cancel the entire order in Processing. If more than one Rx in the order, verify each Rx before continuing to Step 4.   * If necessary, click the **chevron arrow** from the member’s name drop-down section to expand details for the order.     **Note:** If the member does not want all Rx’s in the order canceled, continue to [Remove Rx(s) from an Order via Stop Tote Automated Email](#_Remove_Rx(s)_from). |
| **4** | From the **Order Actions** dropdown, select **Cancel**.  **Note:** If the Rx Status Description of the Rx is Pending Carrier Pickup or Shipped, cancelling is not possible. Contact the Senior Team for possible alternatives.    **Result:** The Cancel Order pop-up displays.    If the order contains New Rx(s), Compass will display a pop-up informing you “Because this is the first fill, canceling the Rx will also discontinue it. If the caller does not want to discontinue the Rx, place the Rx on indefinite hold instead.” When this happens, follow the step for [Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email](#_Place_Rx(s)_in).   * Click **No** to return to Order Details screen. * Click **Yes** to proceed with canceling the order.   **Result:** The Stop Tote Email Required popup displays.  **Notes:**   * If the status of the order is **Processing** and cancelling through automation lets you proceed, 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). * The member must have an active **Mail Order** Rx(s) and the **Rx Status Description** field must show **Dispensing** status for the Stop Tote Request to display. |
| **5** | Review the information on the Stop Tote Email Required popup for accuracy.     * To exit the Stop Tote Request, click **Cancel**. * To proceed, add detailed comments in the Details of Matter text box, and then click **Send Request**.   **Details of matter Example:** “Member would like to cancel this order. Please cancel full order.”  **Result:** Email is sent to the appropriate pharmacy for the request.  Stop Tote requests **do not** happen in real time. Allow one business day for request to reflect in Compass. |
| **6** | Advise the member:  The order has already been fulfilled by our pharmacy. There is **no guarantee** that an order can be cancelled once the order is fulfilled. I will send a Stop Tote Request to try to stop the order from shipping. If the Stop Tote is unsuccessful, you will be contacted by Participant Services for next steps. |

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| Remove Rx(s) from an Order via Stop Tote Automated Email |

Complete the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, navigate to **Mail Order History**. |
| **2** | Click the **Order Number** hyperlink for the Rx you would like to remove from the order.  **Result:** The Order Details screen displays.  Only the member, legally documented representative (POA), or prescribing physician may cancel a Rx that is in process.  **Note:** You can expand/contract the order to see which medications it contains by clicking the arrow   beside the **Order Number**. |
| **3** | Confirm with the member the name of the Rx(s) they would like to remove from an order in dispensing.    **Note:** You may need to click the chevron arrow from the member’s name drop-down section to expand details for the order. |
| **4** | From the Member Name drop-down section, locate the Rx and then click **Remove from Order**.  **Note:** If the status of the Rx is **Pending Carrier Pickup** or **Shipped**, canceling the Rx is not possible. Contact the Senior Team for alternative options.    **Result:** The Remove Rx from Order pop-up displays.    If the order is for a new Rx, Compass will display a pop-up informing you “Because this is the first fill, removing the Rx will also discontinue it. If the caller does not want to discontinue the Rx, place the Rx on indefinite hold instead.” When this happens, follow the step for [Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email](#_Place_Rx(s)_in).   * Click **No** to return to Order Details screen. * Click **Yes** to proceed with removing the Rx from order.   **Result:** The Stop Tote Email Required popup displays.    **Notes:**   * If the status of the Rx is in Processing and cancelling through automation lets you proceed, 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). * The member must have an active Mail Order Rx(s) in **Rx Status Description** field must show **Dispensing** status for the Stop Tote Request to display. |
| **5** | Review the information on the Stop Tote Email Required popup for accuracy.       * If there are other Rx(s) in the order, select which Rx’s in the order are required to be on the Stop Tote Request.   **Note:** A single Stop Tote email will be sent for all selected Rx’s within the same order.   * To exit the Stop Tote Request, click **Cancel**. * To proceed, enter clear notes and then click **Send Request**.   **Details of Matter Example:** “Member would like to cancel Rx in this order. Member needs to pick Rx up at local pharmacy…”   * **Result:** Email is sent to the appropriate pharmacy for the request.   Stop Tote requests **do not** happen in real time. Allow one business day for the request to reflect in Compass. |
| **6** | Advise the member:  The order has already been fulfilled by our pharmacy. There is **no guarantee** that a prescription can be removed once the order is fulfilled. I will send a Stop Tote Request to try to stop the prescription from shipping. If the Stop Tote is unsuccessful, you will be contacted by Participant Services for next steps.  **Note:** If a successful message displays, no further action is required, and the order cancelation will appear on the member website. Refer to [Caremark.com - Order Status (018773)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=60a36823-0c27-4d84-953b-e4ecd7d7a569). |

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| Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email |

Complete the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, navigate to **Mail Order History**. |
| **2** | Click the **Order Number** hyperlink for the Rx(s) you would like to place on hold.  **Result:** The Order Details screen displays.  Only the member, legally documented representative (POA), or prescribing physician may cancel a Rx that is in process.  **Note:** You can expand/contract the order to see which medications it contains by clicking the arrow   beside the **Order Number**. |
| **3** | Confirm with the member the name of the Rx(s) they would like to place on hold. |
| **4** | From the member’s name drop-down section, locate the Rx and then click **Hold**.    **Result:** Hold RX pop-up will display. |
| **5** | 1. Select hold type.  * If you select **Hold Until**, a date box will populate. * If you select **Indefinite hold**, Compass will inform you that to resume the order, a new order will need to be placed.   **Note:** 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) if you need to release any Rx(s) on hold.     1. Select **Save**.   **Result:** Email Request Required pop-up will display. |
| **6** | Select the check box of the Rx(s) the member requested to place on hold.  **Notes:**   * The member must have an active Mail Order Rx(s) and **Rx Status Description** field must show dispensing status for the Stop Tote Request to display. * If the member requests to hold the entire order or more than one Rx, select the check boxes next to the requested Rx’s. * Review the information on the Stop Tote Email Required pop-up for accuracy.      * To exit the Stop Tote Request, click **Cancel**. * To proceed, enter detailed notes, then click **Send Request**.   **Details of Matter Example:** “Member would like to place Rx on hold. Member would like to hold order until, xx/xx/xxxx.”  **Result:** Email is sent to the appropriate pharmacy for the request.  Stop Tote requests **do not** happen in real time. Allow one business day for the request to reflect in Compass. |
| **7** | Educate the member that they will receive a letter advising an Rx was placed on hold upon their request. |

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| Scenario Guide for Stop Tote Automated Email |

Refer to the following scenarios as needed:

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| **Scenario** | **Action** |
| Caller requests changes to the Shipping Address, Shipping Method, or Payment Method be made for Rx(s) in dispensing. | Click the chevron next to the member’s name to expand the Rx Details in the order.   * If the **Rx Status Description** states, “We are dispensing your prescription,” and agent is trying to change the Shipping Address, Shipping Method or Payment Method, a Stop Tote Email Required popup displays.      * If the Shipping Address, Shipping Method, or Payment Method is updated and Save is clicked, the **Stop Tote Request Required** pop-up will display with selected updated changes added.   **Note:** If shipping needs waived when sending a Stop Tote Request, refer to [Compass – Waiving Shipping Fees (073541)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4884979f-78c9-4dbe-9d11-2921104432cb).     * To proceed, enter clear comments in the Details of Matter text box, then click **Send Request**.   **Result:** Email is sent to the appropriate pharmacy for the request.  **Notes:**   * + If multiple changes are made, all changes will be shown on separate lines (under the Updates heading).   + To exit the Stop Tote Request, click **Cancel**.   If the Stop Tote is due to an incorrect address on the order and if the address is a permanent address change, update the address on the Member Snapshot Landing Page. Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906). |
| To stop a specific Rx or Place specific Rx(s) on hold | Follow the [Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email](#_Place_Rx(s)_in) steps and select indefinite hold for the specific Rx per the member’s request. |
| To stop a new Rx in a dispensing order. | Follow the [Place Rx(s) in Dispensing on Hold via Stop Tote Automated Email](#_Place_Rx(s)_in) steps and select indefinite hold for the Rx(s) per the member’s request. |
| How to send a manual Stop Tote Email | Only send a manual Stop Tote Email when Compass automation is not working.     1. Copy and paste the template below into the email body and then fill in the required information.   **Note:** If the Stop Tote is due to incorrect address, be sure to update address in Compass first.   |  | | --- | | **Stop Tote** |      |  |  | | --- | --- | | **Member ID#:** |  | | **Member Name:** |  | | **Order Number:** |  | | **Reason for Request**   * Stop order retranslation * Shipping address change |  | | **Details of Matter:** |  |  1. Copy and paste the following text in the email Subject Line:   **SECUREMAIL – STOP TOTE – This email may contain PHI or other sensitive information.**   1. Send the email to the correct dispensing pharmacy. Refer to the [reference table](#ReferenceTable). 2. Enter a note in **Case Comments** after sending the Stop Tote email. Include the order number, the dispensing pharmacy, the reason for the request, and the resolution (if a response is received while still on the call). |

**Dispensing Pharmacy Reference Table:**

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| **If Dispensing Pharmacy is…** | **Then…** |
| **CHI:** Chicago, IL  (Mount Prospect, IL) | For **DISPCHI**, create an email to [RS5091@CVSHealth.com](mailto:RS5091@CVSHealth.com).    Chicago Pharmacy business hours of operation:   * 6:30 a.m. – 1:25 a.m. CT (Sunday – Friday) * 8:30 a.m. – 5:30 p.m. CT (Saturday) |
| **WBP:** Wilkes-Barre, PA  (Pittsburgh, PA) | For **DISPWB**, create an email to [DISP.WB@CVSHealth.com](mailto:DISP.WB@CVSHealth.com).    Wilkes-Barre Pharmacy business hours of operation:   * 5:00 a.m. – 12:30 a.m. CT (Monday – Friday) * 1:00 p.m. – 11:00 p.m. CT (Saturday & Sunday) |
| **HIP:** Honolulu, HI | For **DISPHIP**, create an email to [RS5065@CVSHealth.com](mailto:RS5065@CVSHealth.com).  Honolulu Pharmacy business hours of operation:   * 8:00 a.m. – 5:00 p.m. HST (Monday – Friday)   For HIP (Hawaii) orders, you may send Stop Tote requests for orders in Pending Carrier Pickup status if it is 4:00 p.m. HST. |
| **SAT:** San Antonio, TX | For **DISPSAT**, create an email to [DISP.SAT@CVSHealth.com](mailto:DISP.SAT@CVSHealth.com). |

**Turnaround Time:** Stop Tote requests **do not** happen in real time.  Stop Tote requests **do not** happen in real time. Allow one business day for the request to reflect in Compass.

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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)

[Compass - When to Transfer a Call to Participant Services (065666)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7cb043bf-e9cf-4ac5-ad81-af82fe55bd90)

**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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