# Compass - PBM Hold

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**Description:** Provides the process when our PBM Mail Service personnel may place a prescription on hold when circumstances prevent it from being filled. Includes examples of common conflicts that will result in the prescription being placed on hold and how for Customer Care to resolve the issue if possible.

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| **Hold Common Conflicts** |

**Note:**  Delayed Prescriber Response (DPR) is another type of hold that is used when a prescription is incomplete or requires clarification, but the provider does not respond within a timely manner. Refer to [Compass - Doctor Phone Call Request (DPC) and Delayed Prescriber Response (058100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a635ef88-4180-46fd-a161-5b4605b8b3fe) for more information about this particular hold.

Below are the most common conflicts that will result in the pharmacy placing the prescription on Hold, use as needed:

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| If the prescription has a... | Then the pharmacy will... |
| * Advanced Care Weight Program (ADV) conflict * Prior Authorization (PAR) conflict * Accounts Receivable (AR) conflict | 1. Resolve the conflict with **86** (places the prescription in a “Hold Indefinitely” status). 2. Send letter to member explaining reason for hold and how to release the hold. |
| Plan Limitations Exceeded conflict (MDL and QVT only) | 1. Void and retranslate the prescription. Refer to [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed). 2. Indicate “Hold Until” timeframe to be decided by the plan.   **Note:** Letter will **NOT** be sent to the member. |
| Not in Stock conflict (with approval from member) | Participant Services will contact the member and provide options including the ability to hold the prescription.   1. Resolve the conflict with **86** (places the prescription in a “Hold Indefinitely” status) if authorized by member. 2. Send letter. |

**Note:** Baggie orders will not be placed on PBM Hold by the pharmacy, nor should they be placed on Participant Hold by Customer Care. Baggie orders can be identified by viewing the Verify Order screen. If the **Baggie Number** field is populated, then the order is a Baggie Order.

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| **Hold Indefinite Resolution** |

Perform the steps below to view an Indefinite Hold and request to begin processing the Rx:

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| **Step** | **Action** | | | |
| **1** | a. Navigate to the **Claims Landing** page, then click the **Mail Order History** tab and locate the order with the prescription in question.    **Notes:**   * You can filter search results by using the **Date Range** fields and clicking **Apply**. * Click the chevron arrow to expand/collapse a preview of the prescriptions in the order.   b. Review the prescription’s **Status** field. The Status may display “Reject Hold” (similar to Participant Hold Indefinite request).    **Note:** C2 medications will **NOT** be placed on hold. | | | |
| **If the...** | **Then...** | | |
| Member requests this line item be filled | Refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6). | | |
| Rx was placed on Indefinite / RTP hold | **All conflicts have been resolved**, and the Rx is not showing on the Mail Order History screen, refer to [Compass - Offline Refill (056373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=db21add8-521c-4f56-806b-2bd60acc39ed), then proceed to Step 2. | | |
| Rx was placed on Indefinite / RTP hold | **All conflicts have been resolved**, and the Rx is showing on the Order Placement screen, continue as normal. Refer to [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) for more details. | | |
| **2** | Follow the current business process in order to begin resolution of the issue. | | | |
| **If…** | | **Then…** | |
| Rx is being held because of Prior Authorization (PA) and there is a PA in the system | | **Do not** use the Expedite button.  Run a Test Claim for the correct medication in question and ensure the details of the test claim includes the PA that is on file. | |
| **If…** | **Then…** |
| Accepted | Refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6). |
| Denied | Refer to the CIF for prior authorization and/or appeals information and refer to the PA Team as appropriate. |
| Rx is being held because of payment issues | | **Do not** use the Expedite button.  Refer to [Compass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck) (056289)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d). | |

**Note:** Hold Indefinite (Participant or PBM request) prescriptions will not transfer to new vendors upon client/plan termination. This includes PBM to PBM plan & client changes. (Refer to [Compass - Transfer Existing Rx to Another Account (Carrier-to-Carrier/Open Rx Transfer) (057128)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6763e5a4-e98e-47f0-8738-c79178ab685b)). In escalated situations, contact Clinical Care for possible pharmacist-to-pharmacist transfer.

If the member requests that a prescription be **RETURNED** (**NOT** filled), then refer to [Exceptions](#_Resolution_Time:).

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| **Prescriptions Which Will NOT Be Held** |

Current business procedures will be followed if the prescription can’t be placed on hold. The following types of prescriptions issues should **NOT** be held:

* Baggie Orders
* DUR
* C2 medications

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| **Hold of Prescriptions NOT in Process** |

 When a member requests to hold a prescription that is **NOT** currently in process, create a Mail Alert. Refer to [Compass - Viewing, Adding and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18).

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| **Expired Prescriptions** |

Complete as appropriate:

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| **If…** | **Then….** |
| Prescription expires while it is on hold | It will **NOT** be returned to the member.  The member will **NOT** be notified that the prescription has expired unless they have signed up for E-alerts via [www.caremark.com](http://www.caremark.com). |
| Member requests to release a prescription that was previously on hold and it is expired. | Offer to initiate a new prescription. 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).  **Reminder:** Expired prescriptions are viewable in Mail Order History. |

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| **Log Activity** |

Refer to [Compass - Call Documentation (050011)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b).

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| **Exceptions** |

Use appropriate exception below:

* Member requests prescription returned (**NOT** filled).

**PeopleSafe Users:** Swivel to PeopleSafe to submit an RM Task.

**Compass Only Users:** Contact a Supervisor for assistance.

* + **Participant Hold Indefinite and Participant Hold Until:**
    - **Task Category:** Order Status
    - **Task Type:** Cancel Order
    - **Queue:** Order Status – Participant Services

**Reminder:** Notes field should indicate “Please RTP member requested prescription returned NOT filled.”

C2 medications will **NOT** be placed on hold.



* Prescriptions that are incomplete or require clarification will be placed on hold if the prescriber does not respond within a timely manner. Refer to [Compass - Delayed Prescriber Response/Prescriber Holds (057051)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=101f5c27-321e-427d-86e2-715d4e62b660) for more information.

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| **Related Documents** |

[Customer Care Abbreviations, Definitions and Terms (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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