# PeopleSafe - Stop See Comments

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**Description:** This work instruction provides information regarding Stop See Comments, including instructions on how to enter, view and expire Stop See Comments, and guidance on handling a call pertaining to Stop See Comments.

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| Reminders |

Stop See Comments can be entered in the **Comments** screen of PeopleSafe when the Customer Care Representative needs to communicate information to pharmacy operations on behalf of the plan member **PRIOR** to the order being created. Refer to the [Entering a Stop See Comment](#_Entering_a_Stop) section below.

 **Do not** use the term “stop see” when speaking with the member. This is jargon and an internal process that should not be discussed with members.

A Stop See Comment should be used rarely, as an exception—not the rule. It creates a conflict for **any** specific member’s orders under the appropriate line of eligibility during the timeframe the Stop See is set for and diverts them to the comment queue for review.

**Disclaimer:** Inform the caller:  Please keep in mind by placing this comment, it will be in effect until you call to remove it. This will affect every order including maintenance medications that will be held for review by the pharmacy and will cause at least a 1 to 2-day delay in processing.

 Stop See comments may only be requested by:

* Members that are calling for themselves
* Callers who have specific permissions to act on the member’s behalf. **Example:** A caller with Power of Attorney (**POA**).

 In most cases, Stop See Comments should **NOT** be used on orders displaying on the **Main Screen** in PeopleSafe. Refer to the [Instructions for Common Scenarios](#_Rationale) section below for resolutions when the order is already on the **Main Screen**.

**Note:** If a **Stop See** needs to be **removed** from the member’s profile, refer to the [Requesting Expiration of Stop See/HP Comments](#_Requesting_Expiration_of) section below.

**MED D ONLY Note:** Refer to WI: [MED D – Expressed Consent (Ship Consent) (083036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0adae9-ad4d-4e9c-9707-301d785da1cf) and review the section “Adding/Removing Consent Required on Future Orders”.

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| Instructions for Common Scenarios |

When the order placed by the member (or faxed or escribed by the **MDO** <Medical Doctor’s Office>) is not yet showing on the **Main Screen** in PeopleSafe, refer to the [Entering a Stop See Comment](#_Entering_a_Stop) section below.

The table below provides instructions for dealing with an order once it is on the **Main Screen:**

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| **If Order is on Main Screen (In process) and…** | **Then…** | |
| Member wants to cancel order | Cancel the order within the PeopleSafe **Order Status** screen. Refer to [Cancel Order, Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f).  **Note:** If member calls to cancel order not yet showing on PeopleSafe Main Screen, place a Temporary Stop See comment on the account with the following information:   * Today’s Date (at the start of the comment) * Drug Name and/or **Rx #** (Prescription Number) * Prescribing **MD** (Medical Doctor) * Reason for the comment (whether the member wants the prescription placed on hold or discontinued) | |
| Member wants to expedite order | Refer to [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76). | |
| Member wants order forms | Use automation on the **Main Screen**. Refer to [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af). | |
| Member wants to order in Future Fill | Future Fill orders are considered as orders in process.  Stop See Comments do NOT work for Future Fill orders. Follow existing procedures for the situation, such as brand requests, canceling orders, etcetera. | |
| Member wants to update payment to use credit card, electronic check | Make sure the payment account in question is listed as the default (if applicable) and attached to the order.  Refer to:   * [Payment Maintenance Add, Edit and Remove (Credit Card and eCheck) (010987)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b0d1693e-3ebd-45e7-811a-adbe7e2c9f83) * [Payment Change Payment Method for an Open Order (025593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47bdca4c-e5e7-4887-856d-ff34db37dfc2) | |
| Member wants to send order to specific address | Make sure the address is listed as the default (if applicable) and attached to the order.  Refer to:   * [Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) * [MED D - Address Changes and Out of Area (OOA) (030149)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ba6dea9-4b34-4351-b06a-ec81046f6c0f) | |
| Member wants to give shipping instructions  **Example:** Leave at back door. | We have no control over where the shipping carrier will leave the package.  **Exception:** Refer to [PeopleSafe - High Dollar Cold Pack Medication Process (004584)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=23ba08ce-eb35-4cd6-a6db-5b5c1710f897). | |
| Member requests upgraded shipping | Make the change on the **Order Status** screen if the order can still be edited. | |
| **If...** | **Then...** |
| Beyond the point where it can be edited with an order status listed as **Label Printed, Dispensed, Packed or Metered”** | Inform the member the order cannot be changed. |
| Escalated and requests to speak with a supervisor | Contact the Senior Team to see if the shipping can be upgraded. |
| Order is not in process | Enter a Stop See Comment to upgrade the shipping. Ask if member would prefer second day delivery for a fee of $17 Or next day delivery for a fee of $23. These fees will be added to the cost of the medication. |
| Member wants permanent note regarding not sending orders without their verbal approval | Non-clinical long-term Stop See Comments must be placed by the Senior Team or a Supervisor.This is a procedural warm transfer and member must be on the call to complete this request.  This doesn’t apply to the Medicare Line of Business. For Med D, refer to [MED D - Expressed Consent (Ship Consent) (083036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0adae9-ad4d-4e9c-9707-301d785da1cf). | |
| Member requests brand only (**DAW** <Dispense as Written), generic only or specific generic manufacturer. | Do not add a Stop See Comment. Refer to [When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) and [Requests for Specific Generic Manufacturer In and Out of Stock Process (059539)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11e1c2cf-37f3-40b7-a948-48edf8c18f55).  **Note:** These requests are primarily handled by Clinical Care Services. | |
| Member wants to add indications to Rx label (**Example:** For allergies) | * Prescriber must add the indications on the prescription. * Advise the member to ask their doctor to write this information on the prescription. | |
| Member wants extra Bottles | Can only be requested on shipped orders. Refer to [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af). | |
| Prescription or Order is displaying as **“Scanned”** on the main screen, but prescription / order details do not display and needs to be canceled | Enter a Stop See comment to stop the prescription. The Stop See comment should be added inside the Order Level Comment section by checking the radio box for Stop See comment. When adding a cancelation request please include the following:   * Today’s date at the beginning of comment * **Note:** Cancelation of Rx with number & name * Why the order was canceled * Who is canceling the order | |
| Member wants Prescriptions to be put on hold | Add the following Stop See comment:  \*\*\*STOP SEE\*\*\* Per Member <member name> request on <date>, please hold all medications phoned, faxed, or electronically submitted by doctor, or transferred in from another pharmacy. Member orders as needed. Thank you. | |
| Order is Auto Renew and Fax has already been sent | After cancelling the order. Enter Stop See Comment to state if DR responds do not fill the RX. | |
| Member prefers using another benefit also managed by CVS Health | Add the following Stop See comment:  \*\*\*STOP SEE\*\*\* Per member <member name> request on <date>, **DO NOT** process prescriptions under this profile. See <ID#>, <Client Code>. Thank you. | |
| Member wants prescription filled for less than the prescribed days’ supply | **Note:** This Stop See Comment is to be added in conjunction with a Courtesy Retranslation **RM** (Resolution Manager) Task. See Downsizing a Prescription (Days’ Supply) in [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) for full process.  **Document Task Notes and Stop See comment** **with the following:** Rx#, name of medication and day’s supply the member is requesting. Specify in the task notes if the member is requesting a ONE TIME downsize of the Rx or if they want the Rx downsized for ALL remaining fills on the Rx. | |

For more information on how to release an order that was placed on hold due to a stop see comment, refer to [Manage / Resolve Diverts – Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124).

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| Entering a Stop See Comment |

 Stop See comments may only be requested by:

* Members that are calling for themselves.
* Callers who have specific permissions to act on the member’s behalf. **Example:** A caller with Power of Attorney.

**Disclaimer:** Inform the caller that placing the Stop See comment means that **every** **order** for that person will be held for review by the pharmacy and will cause at least a 1 to 2-day delay in processing.

Customer Care Representatives (**CCRs**) may enter up to a 10 day Stop See comment at their discretion for specific scenarios, **Example:** “01/01/2021 Please hold Order # 123456 until Member calls,” “Member okayed high copay for order #123456,” or similar.

First exhaust all other options for noting request, **such as** Order Level Comments, etcetera. **See below:**

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| **Step** | **Action** | |
| **1** | Verify that a Stop See Comment is appropriate for the order. | |
| **If the order…** | **Then…** |
| Was just recently placed (within the last 15 minutes) and is available on the Refill Status screen | The order can be edited before it begins processing. Proceed to the “Editing an Order” section of [Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a). |
| Is available on the **Main** screen (In Process) | Refer to the [Instructions for Common Scenarios](#_Rationale) section above for resolutions. |
| Is not available on the Refill Status or Main screens | Proceed to Step 2. |
| **2** | Confirm a Stop See Comment has not already been entered for the member before adding a new one.  **Notes:**   * To view **all** High Priority Comments on the member profile, access the **Maintain Patient Profile** screen and select **Comments Info**. * To view **active** Stop See Comments, go to **View Comments** and then **View Priority Comments**. | |
| **3** | Click the **View Comments** button on the **Main** **Screen**.  **Result:** The **Comments** screen automatically displays. | |
| **4** | **Select** the appropriate member from the **Type** drop-down menu and then click **Search**. | |
| **5** | Click the **Add Comments** button. | |
| **6** | Select the **Stop See Comment** checkbox.   * Select the **Stop See Comment** checkbox (grays out the Type field) to automatically input Stop See Comment, within the Subject field. * Deselect (removes check mark) the **Stop See Comment** checkbox to enter comments as normal. Additionally, comments already entered under checked Stop See Comment will be cleared. | |
| **7** | Enter your note into the **Comments** text box. Be brief and specific, making sure to include:   * Today’s date at the beginning of the comment * Reason for the Stop See comment * Whether the comment applies to all medications or to only a specific medication * Drug Name and/or Rx number, if applicable   **Note:** The system sets a default Priority Expiration Date of 10 days.  **Do NOT change the default Priority Expiration Date on a Stop See comment.**   * CCRs may only enter Stop See comments for the 10-day duration without supervisor permission. * Requests for comments of a longer duration must be placed by the Senior Team or Supervisor. Refer to [When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51). This is considered a procedural transfer. Member or Authorized representative can be warm transferred to a Senior Team member to complete this task.   **Do Not** include the full Credit Card or E-Check Numbers (include last 4 digits only). Under no circumstance is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.  Do not include payment Confirmation Numbers in Stop See Comments, unless it is directly relevant to the matter at hand, for instance, if notating a [High Dollar Copay Orders and Cardholder Limits (086469)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc3693f3-fefe-4bb5-8720-4e51e940a0f7).  If the Stop See comment is to indicate an order be placed on hold, be sure to inform the member that they WILL NOT get a message stating the order is on hold—If signed up for notifications, the member will only receive a message when an order is received, shipped, delivered, or placed on hold by a doctor. | |
| **8** | **The CCR or Senior Team member entering the comment will confirm the info with the Member, using language such as:**  I have entered a comment to your profile requesting that all orders be placed on hold for the next ten days. Automatic refills can resume after <10 day future date>. Will that work?  I am adding the following comment to your account: “Please hold all orders sent in by MD. The member will call and request them when needed.” Does that sound right?  This will include prescriptions received by phone, fax, electronically, hard copy mail, escribes, hard copy scripts by mail, and automatic prescription renewals. Nothing will be filled until you contact us. Now, please be aware that this means that any orders will be given additional review and may cause a 1 to 2-day delay in processing. Is that OK?  If Member approves the comment, select the **Save** button.  **MED D Only:** ALL account or call related documentation should be placed in Capture Activity as it is highlighted in MED D - Call Documentation. If a work instruction directs CCR to place notes through View Comments, the notes should NEVER be placed at the Client Level. Check the drop down before placing any notes on the account. | |

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| Process for Stop See Conflict Created and Not Worked |

Utilize the following process to handle a call with questions regarding a Stop See Comment that has been created, and not worked:

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| **Step** | **Action** | |
| **1** | Access the **Main** screen for the appropriate member. | |
| **2** | Access the **Comments** for the appropriate member in order to verify the **“Stop See” Comment** was placed prior to the order appearing on the **Main Screen**.   * The CCR will compare the **Comments** information with the **Rx Detail/Order Status** information (Date & Time). | |
| **If the “Stop See” was...** | **Then…** |
| Placed prior to the order appearing on the Main Screen | Manage the call the same way as it would be handled for standard order status when an order has shipped. Refer to [Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6). |
| NOT placed prior to appearing on the Main Screen | **a**. Apologize to the member for the miscommunication.  **b**. Advise the member that it was too late to affect the order.  **Note:** This does not always lead to a **PBM** (Pharmacy Benefit Manager) error, please contact the Senior Team for further assistance. |

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| Viewing a Stop See Comment |

The Stop See comment would be first viewed as a pop up after members information is entered onto PeopleSafe.

To review the Stop See again during the call **complete the following steps:**

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| **Step** | **Action** |
| **1** | Select the appropriate member profile from the profile drop down box. |
| **2** | Select **View Comments** then select **View Priority Comments**.   * To view **all** High Priority Comments on the member profile, access the **Maintain Patient Profile** screen and select **Comments Info.** * To view **active** Stop See Comments, go to **View Comments** and then **View Priority Comments.** |

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| Requesting Expiration of Stop See/HP Comments |

If a Stop See needs to be expired, CCR can email the request directly to Pittsburgh ODS.

**Follow the steps below:**

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| **Step** | **Action** |
| **1** | Compose the email as follows:   * **To:** Pittsburgh\_ODS ([Pittsburgh.ODS@CVSHealth.com](mailto:Pittsburgh.ODS@CVSHealth.com)) * **Subject:** SECUREMAIL – EXPIRE STOP SEE – This email may contain PHI or other sensitive information.   **Note:** For Urgent or FEP requests, indicate “Urgent Request” or “FEP Request” along with “Request to Expire Stop See or High Priority Comment in PeopleSafe” in the Subject Line   * Add “Sensitivity Stamp / Confidential” in Outlook, Choose Confidential personal Data option.      * **Body of Email:** * Member’s Name * Member’s ID Number * Member’s Client Code * Paste the comment that needs to be expired from the Stop See   **Example email template:**  **Note:** CCRs can copy/paste the template and insert the appropriate information.    **Subject:** SECUREMAIL – EXPIRE STOP SEE – This email may contain PHI or other sensitive information   |  |  | | --- | --- | | **Member ID#:** |  | | **Member Name:** |  | | **Client Code:** |  | | **Date Comment Added:** |  | | **Current Stop See Comment:** |  |   Please expire current stop see comment as of <date> per member request. |
| **2** | Send email.  **Result:** ODS Leads (Pharmacy Ops Team) process the removal of the Stop See/High Priority Comments.  **Note:** The account will be documented when comments were removed once the request is completed. Turnaround time 24 hours |

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| Resolution Time |

Immediate.

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| Related Documents |

[Resolution Manager (RM) Task Types Process (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

[Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)

[Returned Goods Process Index (018744)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1a5881f-a1a3-4698-b7b6-faae61433f3a)

[Cancel Order, Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**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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