# Order Status Index

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**Description:** Contains links to the Customer Care work instructions pertaining to Order Status. To locate a work instruction, simply use the links at the top of the page to identify your situation and then click on the link for the appropriate work instruction to view the process.

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| Main - Order Status Research |

* [Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)
* [Custom Care Mail (CCM) MP1, MP2, MP3 (039323)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4aede8ce-52ef-4266-8c5f-ac8ed8cd1342)
* [Order Processing at Year End (028827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eac96d82-7620-4ca0-b6b8-7fbde7101374)
* [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6)
* [View Order Image (025777)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcdeb93d-a0ff-4af4-93c9-b52178710593)

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| Order/Order Information Not Found |

* [Missing Not Translated Prescriptions (004734)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6824acfb-7947-4c16-b1d7-9fea7c7fe864)
* [New Telephonic Rx not yet Translated (008683)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fbc12bec-be2d-4105-8ef6-80e66115dac0)
* [Order Not Showing in System (004757)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d5f72caf-b0d3-49a4-9e28-725508eba4a5)
* [Refill with Confirmation Number Not in Process (026381)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=86a6a103-1f53-4e97-88e3-eb7271b2c2cd)

* [How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=1232023a-60c7-4441-9013-17ecbd554451)

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| Status Change - Payment Issues |

* [Order Status - Payment Exceptions (021319)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445b2dd4-59b7-4ddb-bd4e-b15b3b665989)

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| Status Change - Delay/Diverts/Holds |

* [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f)
* [PBM Hold (027255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b4a37eb-2741-4f6b-ba52-09fa2ec55ccc)
* [PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8)
* [Manage / Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124)
* [Participant Hold (027254)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=76ff600a-8205-4ae2-82c0-cf3d007af90c)
* [Stop See Comments (007009)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a481d2d-cc6d-40f0-af30-1858db02b7a4)
* [Variable Fill (058594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=daa2f803-cb92-44fd-9db9-5271bd78e68d)
* [Delayed Prescriber Response/Prescriber Requests Hold (023699)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0df7701a-8e8e-402b-8041-d21ce4828e44)

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| Rx Filling |

* [Discontinued Prescription (008895)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a069336-d84a-435d-97be-49eaccd5ab77)
* [Prescription Verification (008134)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=524fc0e9-7c7b-4f21-8a43-36a8783b4c50)
* [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76)

* [Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735)

* [Non-Child Proof or Easy Open Cap Requests (004625)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ff151ff4-cc1e-4b4c-90ad-0a579ed1cc90)

* [Special Dispensing Instructions Scrip Talk, Braille, Large Font, Signature (008618)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=fe97f023-d5aa-4578-ad84-b0e4e7b58b92)

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| After Care (Order Shipped) |

* [Alleged PBM Nonconformance and Call Pull Requests (004622)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=281be95a-6049-430b-a58d-aa829ad6f11c)
* [Alleged Switched Labels on Medication (004740)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5b036eb-8c22-41ff-8072-db617951abcd)
* [Branded Generics (059091)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e4b59eca-33ba-4e5c-bb8f-e54669906f71)
* [Cold Pack Packages (068152)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42b8115d-45ff-4172-9bc4-f3e0a26bde02)
* [Intervention Changebacks (004594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=92f4cbaf-20a3-4f57-a897-7b2f9f1b4f36)
* [Mixed Medication / Incorrect Medication Dispensed (004736)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dc100915-2373-4acb-bde4-e540d4fcb26f)
* [Refusal of Generic Substitution (004620)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dd854b0c-3a84-484d-ba59-f7aea438e6df)
* [Return Order for Refund Copay Credit (Formerly Mail Tag Request) (060206)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb)
* ** [Returned Orders (056995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3308f7c3-4bbf-4334-a7ba-0c747b89b17b)

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| Other |

* [Bridge Supply Short Term Prescription (Rx) Refills (017906)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d316a1d-f02d-4849-9b36-eb56a6ce9b57)
* [Call Handling - Return to Member (RTP) (008384)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ea8d8c94-3850-4ec6-9f77-8b579abea68b)
* [Member Low or Out of Medication (046109)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3b7dbf62-c6e3-494d-86af-4a5ff49a52af)
* [Prescription Copy Request (020772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a96488fd-ccd0-4890-8456-894932ff1a8e)
* [Retail Pharmacy Details and Locator (023842)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6c209183-6f8f-4e38-9647-7952ab652433)
* [Return Rx - Member Wants Original Rx Mailed Back (027018)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e16dda31-a0da-426f-98f1-855c4b6bd6c3)

* [Copay-Mail Order Reverse and Reprocess Claim (021894)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882)
* [Mail Order Calls Regarding Deceased Members (010338)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c6cc8fe8-1f11-47c6-886b-b36639f716f1)

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