# PeopleSafe - Discontinue (Cancel or Stop) Prescription

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**Description:** This document provides the process for discontinuing our PBM home delivery prescription.

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| Reminders |

Some examples of reasons a member or prescriber may request a mail order prescription be discontinued include:

* Member is no longer taking the medication.
* Member changed to a different strength or dosage.
* Multiple prescriptions on file for different days’ supply (30 vs. 90).

In order for a prescription to be eligible for discontinuing, it must have refills remaining and cannot be expired. If member requests a prescription (Rx) discontinued at retail, they must contact retail pharmacy.

 **Note:** If member calls to cancel order not yet showing on PeopleSafe Main Screen, place a Temporary Stop See Comment on the account listing the medication name, the prescribing doctor, and whether the member wants the prescription placed on hold or discontinued.

 Requests to discontinue our PBM prescription can only be requested by the following:

* Prescribing physician or staff of prescribing physician (must note first name, last initial, title, and reason for discontinuation of Rx)
* Member for whom the prescription is written.
* Power of Attorney (POA)
* Callers calling on behalf of a minor.

**Discontinuing** (inactive and cannot be reordered) a prescription should not be confused with **canceling** (act of removing from processing but can be ordered at a later date) a prescription. Requests of this nature can only be requested by the prescribing doctor or the member for whom the prescription is written.

**Note:** Any prescription that is discontinued cannot be reordered and will need a new prescription from the prescriber in order to fill. Ensure the member/prescriber wants the prescription discontinued and not just placed on an indefinite hold (which can be filled in the future) before pressing the discontinue button. In the case of **accidental** discontinuation, complete a [Manual Refill task (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f).

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| Discontinued Prescription Process |

Perform the following steps to process a request to discontinue and cancel a prescription (Rx):

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| **Step** | **Action** | | |
| **1** | Confirm or ask the member/prescriber that they want the prescription to be discontinued. Failing to discontinue Rx can cause errors in the future.  **Example:** Placed into an inactive state so that it cannot be ordered again.  **Note:** If a mailed in new Rx is discontinued, it will be returned to the member. | | |
| **If…** | | **Then…** |
| Yes, discontinue the Rx | | Proceed to step 2. |
| Yes, discontinue the Rx, but the Rx is from a Prior PBM | | Submit an RM task to have the Prior PBM Rx discontinued:   * **Task Category:** Rph Consultation * **Task Type:** Discontinue Prescription * **Queue:**  Rph Consultation - CCRph   This is the ONLY scenario in which the Discontinue Prescription task should be used. |
| No, just cancel any existing orders for the Rx | | Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). |
| **2** | Locate the **Mail Tab** on the **Main Screen** and review to determine if there are any active orders for the Rx.   * If yes, cancel the Rx from the order before proceeding to the next step. Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). | | |
| **3** | Review to determine if the same medication is on the members file but with a different Rx number.   * If so, cancel the Rx from the order before proceeding to the next step. Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). | | |
| **4** | Review the **Order Placement** screen to determine if the Rx number(s) in question are currently enrolled in [Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de). | | |
| **If…** | **Then…** | |
| Yes | Un-enroll the Rx(s) from the Auto Refill Program (ARP). | |
| No | Proceed to Step 5. | |
| **5** | From the Main screen, click on the **Mail** **tab** and **THEN** click **Rx Number** for the prescription needing to be discontinued. | | |
| **6** | On the **Prescription Details** screen, click **Discontinue Prescription**. | | |
| **7** | Click **OK** on the pop-up “Do you want to proceed with discontinuation? This will cancel the Rx in any in-house orders”. | | |
| **8** | A second pop-up will display. Refer to the table below for instructions on handling the potential pop-up messages. | | |
| **If the pop-up states…** | | **Then…** |
| Rx<xx> has been discontinued. | | Inform member the prescription has been discontinued. |
| Rx<xx> has been previously discontinued as per Member/Prescriber. | | Inform member the prescription was previously discontinued. |
| Rx<xx> is in-process to be discontinued.  Rx<xx> will be discontinued (D/C) once Eligibility issue is resolved.  Bridge Supply in process; Rx will D/C later automatically.  Rx<xx> will be D/C & canceled by system once order is unlocked. | | Inform member that the request is in process and the prescription will be discontinued. |
| Rx<xx> has been discontinued. Order <xx> has been cancelled. | | Inform member that the prescription has been discontinued and the existing order for the Rx has been canceled. |
| Cancel Rx from Verify Order, Order <xx>. Rx will be D/C. | | An order currently exists for the prescription and will need to be canceled from the **Verify Order** screen.   * Refer to [Cancel Order or Prescription Refill or New Prescription (004761)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c67b914f-1f29-4331-9bf1-d79214260f5f). * After canceling the order, inform member that the prescription has been discontinued and the existing order for Rx has been canceled. |
| **9** | When the process is complete, the date will be added to the Discontinued field on the Prescription Details screen.   * The CCR can confirm this by refreshing the **Prescription Details** screen and verifying the discontinued date is shown.      * Prescription Level Comments will also be systematically entered indicating that the Rx was discontinued. The CCR can view these by clicking the **View Comments** button. * Add prescription level comment of why it was discontinued.   + - If the Rx was discontinued because the member is taking a new medication, strength, dosage, etc., remind the member to obtain a new prescription if needed.     - Also, if the medication is a **controlled substance** (C-2 drug) then a **hard copy or E-Rx** must be submitted. Faxing or calling in a C-2 Rx is **not** permitted. * Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) when appropriate. * Create a PeopleSafe New Rx Request. Refer to [Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c). | | |

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| Resolution Time |

Immediately for Rx discontinued in PeopleSafe. If task is needed, allow up to 2 Business Days for Rx to be discontinued.

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| Related Documents |

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

[Customer Care Abbreviations, Definitions, and Terms Index (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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