# **Compass - Auto Refill Program (ARP)**

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**Description:** The Auto Refill Program (ARP) allows members to automatically receive prescription refills at the appropriate time, without having to manually place the order. Once a new prescription is received from the prescriber, a new order will be generated and automatically shipped out in time for refill. This is a benefit provided free of charge to clients and members and is available to all members unless the client specifically opts out of the program (check first if available).

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| Reminders |

* Auto Refill will take effect immediately upon initial enrollment.
* Anyone who is fully authenticated and is authorized to order a refill for a member can enroll or unenroll an Rx in ARP.
* Third-party callers cannot make changes to the member’s address, phone number, or messaging preferences without the member’s verbal consent.
* If the member is a minor under the age of 18, refer to the [Scenario Guide](#_Enrolling_a_minor).
* To protect patient privacy, the caller must positively identify, without prompting, all medications that they would like to be enrolled or unenrolled for the member by Rx name and/or Rx number. Refer to the [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) to determine who is authorized to request a refill on behalf of the member.
* Enrolling a prescription in ARP is not a guarantee that a new Rx will be obtained after the old one expires. It is the prescriber’s responsibility to respond to our attempts to refill the prescription. Not responding in a timely manner will result in a delayed order.
* The state of California (CA) requires all pharmacies to maintain annual member consent for medications enrolled into automatic refill/renewal programs. Members will receive a communication informing them that their Rx has been disenrolled from ARP and Rx-level comments in PeopleSafe/Compass will display: “Rx disenrolled due to state regulations. Member must re-enroll to continue receiving automatic refills.”
  + Refer to [Automatic Refill Program: California Regulatory Changes to Medication Exclusions Job Aid (070485)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4346e7df-7d22-4e8f-8229-8f9421cadb34) for additional information as needed.

 The following message will display on inactive plans: “Auto-Refill/Renewal updates cannot be made. Any Rx’s previously enrolled into Auto-Refill/Renewal will no longer be shipped.”

 **MED D Beneficiaries:** If you have not been trained to handle MED D or EGWP calls, warm transfer **ALL** Med D call types to the appropriate Med D Care phone number located in the CIF. This includes basic refill and order status calls. This is due to new regulations regarding automatic refills and increased complexity handling MED D calls. Refer to [Compass - Basic Call Handling – Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0).

* **MED D Beneficiaries:** Centers for Medicare and Medicaid Services (CMS) may require express consent from the beneficiary for Auto Refill prescriptions that are generated as part of the Auto Refill, with the exception of most SSI EGWP plans. The beneficiary should not receive Auto Refill notifications if they are a Medicare D beneficiary who is eligible for Shipped Consent Hold. Refer to [Compass MED D - Expressed Consent (Ship Consent) (061810)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5d5d1eb-261c-4b79-a4b8-23605297f262).
* Medicare B drugs are not eligible for enrollment in ARP.

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| Enrolling a Member’s Prescriptions in Auto Refill While Placing an Order |

The Auto Refill Program (ARP) is a benefit focusing primarily on maintenance medications. Certain medications such as controlled substances, specialty drugs, and others are excluded from enrolling in Auto Refill, and therefore will not be eligible for Auto Refill.

To ensure continuous therapy for the plan member, the best opportunity to enroll a plan member’s prescription(s) into Auto Refill occurs during a prescription refill call. Enrolling a plan member’s prescriptions into Auto Refill can be performed while placing a refill order.

 **Important Reminders:**

* If the prescriber does not respond to our direct Auto Refill fax, Compass has been updated to identify the new order by the same GPI number. This should ensure the member’s prescription remains in ARP.
* The member must receive Bridge Supply orders prior to enrolling medication in ARP; this includes Bridge Supply orders on Future Fill for a later date.
* Do not enroll in Auto Refill at the same time a Bridge Supply is requested; doing so will delay the order.

**Notes:**

* Prescriptions that are from Prior PBMs or moved from other plans are not eligible for Auto Refill until they have been filled at least once under the new plan.
* When a new prescription is received and is too soon to fill, it is located on the **Mail Order History** tab. It will not be eligible for ARP until it has been filled once. The member will then be able to see it and enroll on Caremark.com once it has been filled.

Perform the steps below to enroll a member’s prescriptions in ARP while placing an order:

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| **Step** | **Action** | |
| **1** | Navigate to the **Claims Landing Page** and click **Mail Rx**.  **Result:** Mail Order Prescriptions display.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **2** | Verify the Rx#(s), Drug Name(s), and the member(s) that needs to be refilled and that the member wants to be enrolled in ARP, then click the applicable **Rx#** checkbox(es).  Once all Rx#(s) are selected, click **Add to Selected Rx(s)**.  A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * To enroll an Rx in ARP, the status in the **Auto-Refill/Renewal** column will need to display as **Not Enrolled**. * If the **Rx #** does not appear in the table, use the **Search by** **Rx #**, **Show Last**, or **Date Range** fields to filter Mail Rx on the member’s account. * If the Rx is out of refills, refer to the [Scenario Guide](#_Scenario_Guide). * If multiple members on the plan need refills, select “Family” from the **View by Member or Family** drop-down menu. * If the medication’s refill is past due, our system will NOT allow you to place the medication on auto refill.   **Result:** Rx(s) will be added to the **Selected Rx(s)** section.  A screenshot of a computer  AI-generated content may be incorrect. | |
| **3** | Click **Refill/Renewal** to proceed with the Refill.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Refill Rx - Supply on Hand screen displays. | |
| **4** | Confirm that the member has at least 5 days’ supply of each medication on hand.   * If the member does **NOT** have more than 5 days’ supply of all medications on hand, refer to the [Scenario Guide](#_Scenario_Guide). * If the member has more than 5 days’ supply of all medications on hand,click the **Select All** checkbox, then click **Next** and proceed to the **next step**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Refill Rx - Auto Refill/Auto Renewal Enrollment screen displays. | |
| **5** | In the **Program Enrollment** section, use the checkboxes in the **Auto-Refill** and **Auto-Renewal** columns to enroll medication(s) from ARP.   * When reviewing the prescription with the member, if any information is incorrect, click **Previous** button until returned to the **Mail Rx** tab and select a different Rx. * Once a checkbox is selected for either Auto Refill or Auto Renewal, the Member Settings section will be displayed. * If the **Similar Rxs** modal displays, refer to the [Scenario Guide](#_Scenario_Guide).     **Notes:**   * The system will disable the **Auto-Refill/Renewal** checkboxes if any prescription is ineligible for ARP. * Review the () icon for an important message regarding Obtaining a New Rx Request. | |
| **6** | Verify the information in the **Member Settings** section and update as needed.   * If any error messages display in red font in the **Member Settings** section, refer to the [Scenario Guide](#_Scenario_Guide).     **Notes:**   * The **Member Settings** section will NOT be displayed on this page if:   + A checkbox is not selected for Auto Refill or Auto Renewal   + All prescriptions are ineligible for ARP   + A participant is Restricted   **Note:** If a member returns two ARP prescriptions within a rolling one year period without a valid reason (i.e. error made by CVS Caremark), member will be restricted from using ARP in the future.    Refer to the following situations as needed: | |
| **If…** | **Then…** |
| Speaking to the member and the Default Shipping Address or Default Payment needs to be updated | * Click **Update**. * Make the applicable update(s). Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) and [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) as needed. * Once updates are saved, agent is returned to the Rx Refill – Auto-Refill/Auto-Renewal Enrollment screen to complete the Refill order.   **Result:** The updated information displays in the **Member Settings** section. |
| The member’s spouse provided verbal consent for ARP and the Default Shipping Address or Default Payment needs to be updated | * Click **Update**. * Make the applicable update(s). Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) and [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) as needed. * Once updates are saved, agent is returned to the Rx Refill – Auto-Refill/Auto-Renewal Enrollment screen to complete the Refill order.   **Result:** The updated information displays in the **Member Settings** section. |
| Messaging Preferences need to be updated | * Click **Update**. * Make applicable updates and click **Save**. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6) as needed.   **Result:** The Rx Refill - Auto-Refill/Auto-Renewal Enrollment screen displays with the updated Messaging Preferences information. |
| **7** | After verifying the information in both the **Program Enrollment** and **Member Settings** sections, proceed as follows:   * If all information is correct, click **Next**. * To return to the **Mail Rx** tab and select different Rx(s), click **Previous** until returned to the Mail Rx tab. * To exit the request, click **Cancel**.   **Result:** The **Refill Rx - Verify Screen** displays.Refer to Step 7 of [Compass - Mail Rx Refill/Renewal (Order Placement) (054262)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad3a7263-725b-4d5d-a2ec-440f1f30d79c) to complete the Refill request.  **Note:** The **Next** buttonwill be disabled if required information is missing in the **Member Settings** section. | |

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| Enrolling or Disenrolling Auto Refill Without Placing an Order - Auto Refill/Auto Renewal Maintenance |

Perform the steps below to enroll or disenroll a member’s prescriptions in ARP without placing an order:

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| **Step** | **Action** | | |
| **1** | Navigate to the **Claims Landing Page** and click **Mail Rx**.  **Result:** Mail Order Prescriptions display.  A screenshot of a computer  AI-generated content may be incorrect. | | |
| **2** | Click either the **Auto-Refill/Renewal** button, or in the **Auto-Refill** and **Auto-Renewal** column, click any hyperlink labeled **Enrolled,** **Ineligible,** or **Not Enrolled**.  **Note:** Hovering over the **Ineligible** hyperlink will show the reason for ineligibility.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** The Auto-Refill/Auto-Renewal Maintenance screen displays.   * If **Enrolling** continue to Step 4. * If **Disenrolling** continue to next step. | | |
| **3** | Before disenrolling confirm the Rx(s) the member wants removed from the Auto-Refill/Renewal program, navigate to the **Mail Order History** tab and review the **Order Details** to verify if there are any **In-process** orders for the Rx(s) the member is requesting to be disenrolled.    Disenrolling from Auto-Refill or Auto Renewal may place in-process orders on indefinite hold including orders in future fill status.   * If prescriber contact has been initiated and a prescriber response is needed, it will remain scheduled for the future fill date until we have received the prescriber response, after which it will be placed on indefinite hold.   **Notes:**   * The member will receive an alert for any Rx(s) disenrolled from the Auto-Refill/Renewal program. The member **will not** be notified about any order being placed on indefinite hold. * Inform the member that our pharmacy follows standard procedures and will automatically fill any new prescriptions received from the prescriber, regardless of program enrollment. * If the Rx Status has reached Carrier Pick up or Shipped and the member does not want the order, refer to the [Scenario Guide](#_Scenario_Guide). | | |
| **If an in-process order is found, ask the member if they would like to receive the order…** | | **Then...** |
| If **yes**, the member would like to receive the current **In process** order. | | Educate the member the Rx(s) **cannot** be disenrolled from the Auto-Refill/Renewal program at this time. The member may go to Caremark.com or call Customer Care after they receive the order to request disenrollment from the program. |
| If the member would **not** like to receive the current **In process** order. | | Continue to Step 4 to disenroll the prescription. Educate the member the order will be placed on indefinite hold. When the member is ready, they can place their order by visiting Caremark.com or calling Customer Care. |
| If the member would **not** like to receive the current **In process** order and the Rx Status is Dispensing. | | Continue to Step 4 to disenroll the prescription. |
| If the member would like to receive the current **In process** order and the Rx Status is Dispensing. | | Continue to Step 4 to disenroll the prescription the order will be dispensed, and the member can be disenrolled from ARP. |
| **4** | Select the **checkbox** of Rx(s) the member would like enrolled or disenrolled into Auto-Refill/Renewal. Compass will highlight the selections made in yellow.    **Notes:**   * Review and confirm the selections displayed: * Name * Dosage Form * Strength * Available Fills * Quantity, and Days’ Supply * If the **Similar Rxs** popup displays, refer to the [Scenario Guide](#_Scenario_Guide). * If any error messages display in red font in the **Member Settings** section, refer to the [Scenario Guide](#_Scenario_Guide). (See example screenshot below.) * If the **Rx #** does not appear in the table, use the **Search by** **Rx # or Drug Name** field to filter Mail Rx on the member’s account. * The system will disable the **Auto-Refill/Renewal** checkbox(es) if any prescription is ineligible for ARP.      * Click **Save Changes** to save any selection(s)/deselection(s) made on the Auto-Refill/Auto-Renewal Maintenance screen. Updates must be saved on EACH page changes are made.   **Result:** Once successfully updated, the following message displays: “Auto-Refill/Auto-Renewal enrollment changes were saved.”   * Click **Cancel** to exit the Auto-Refill/Auto-Renewal Maintenance screen.   If the member had an order **In process**,review the member’s order on the **Mail Order History** tab and review the **Order Details** to verify that any disenrolled Rx(s) have been placed on indefinite hold.   * If prescriber contact has been initiated and a prescriber response is needed, it will remain scheduled for the future fill date until we have received the prescriber response, after which it will be placed on indefinite hold.   **Notes:** If the agent has made changes and has not clicked **Save Changes**, a popup will display when taking the following actions:   * Clicking **Cancel** * Selecting a different member from the picklist * Selecting a different member profile from the Member Snapshot Landing Page   + - Click **Continue Editing** to dismiss the popup.     - Click **Discard Changes** to close the Auto-Refill/Auto Renewal Maintenance screen.   A screenshot of a computer  AI-generated content may be incorrect.  Refer to the following situations as needed: | | |
| **If…** | **Then…** | |
| The member confirmed they would **not** like to receive the current **In process** order and the Rx Status is Dispensing | Refer to [Compass - Stop Tote Requests (057999)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4299650-04b0-46ee-b152-84f81ee81658) as needed. | |
| Speaking to the member and the Default Shipping Address or Default Payment Method needs to be updated | * Click **Update**. * Make the applicable update(s), click **Save**. Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) and [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) as needed.   **Result:** **Auto-Refill/Auto-Renewal Maintenance** screen displays with updated Messaging Preferences information in the Member Settings section. | |
| The member’s spouse provided verbal consent for ARP and the Default Shipping Address or Default Payment needs to be updated | * Click **Update**. * Make the applicable update(s), click **Save**. Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906) and [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) as needed.   **Result:** **Auto-Refill/Auto-Renewal Maintenance** screen displays with updated Messaging Preferences information in the Member Settings section. | |
| Messaging Preferences need to be updated | * Click **Update**. * Make the applicable update(s), click **Save**. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6) as needed.   **Result:** **Auto-Refill/Auto-Renewal Maintenance** screen displays with updated Messaging Preferences information in the Member Settings section. | |

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| Scenario Guide |

Refer to the following Auto Refill Program scenarios as needed:

[Member does not have 5 days’ supply of all medication(s) on hand.](#_Toc208225344)

[Duplicate Rx](#_Toc208225345)

[Duplicate Rx - When submitting New Rx Request](#_Toc208225346)

[Enrolling a minor under the age of 18 in Auto Refill.](#_Toc208225347)

[Enrolling multiple members in ARP while placing a Refill or New Rx request.](#_Toc208225348)

[Rx is out of refills.](#_Toc208225349)

[Messaging Preferences are not set up](#_Toc208225350)

[Default payment method is not listed](#_Toc208225351)

[Default Address is not listed](#_Toc208225352)

[Prescription transferred from a prior plan.](#_Toc208225353)

[Disenrolling a prescription from Auto-Refill or Auto-Renewal, when the Rx Status has reached: Pending Carrier Pickup or Shipped.](#_Toc208225354)

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| **Scenario** | **Action** |
| Member does not have 5 days’ supply of all medication(s) on hand. | * Only select the checkboxes that correspond to the medications that the member has more than 5 days’ supply of on hand, then click **Next**.   Do NOT select checkboxes for medication(s) for which the member has less than 5-day supply.  **Result:** A dialog box appears with the different options to assist the member with obtaining their medication, including upgraded shipping. Additional information displayed is based on the member’s plan offerings.  A screenshot of a computer  AI-generated content may be incorrect.   * Educate the member based on their options and then proceed depending on how the member wants to proceed.   + If the member understands their options and wants to continue submitting the Refill Request, click **Continue** and proceed to the **next step**.   + If the member does not want to continue submitting a Refill Request for one or more medications(s):     - Click **Cancel** to return to the Refill Rx - Supply on Hand screen.     - Remove medication(s) by clicking the **Row Level Action** drop-down arrow and selecting Remove.     - Click **Next** and proceed to the **next step**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** After clicking **Next**, the Refill Rx – Auto-Refill/Auto-Renewal Enrollment screen displays.  **Note:** If the member has the option, they can either have their local Retail pharmacy call and transfer the Rx from Mail Order, or have their provider call in a new Rx to their local Retail pharmacy. |
| Duplicate Rx **Note:** System is intuitive and will guide the agent. | The **Similar Rxs** modal will display.   * Verify with the caller which Rx(s) to enroll or disenroll, then click **Continue**. * To exit, click **Cancel**.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:** Member will be redirected back to the previous screen to complete request. |
| Duplicate Rx - When submitting New Rx Request | Navigate to the **Auto Refill/Auto Renewal Maintenance** screen to remove duplicate drug. |
| Enrolling a minor under the age of 18 in Auto Refill. | Compass will include the following verbiage:  A screenshot of a computer  AI-generated content may be incorrect.  The Cardholder or adult spouse can be selected in the **Use Settings For** dropdown. |
| Enrolling multiple members in ARP while placing a Refill or New Rx request. | * Members will only show in the Member Settings section if that member has an Rx selected for Auto Refill or Renewal. * If Rx(s) came over pre-populated in a Refill scenario, that member would be listed in the Member Settings section. * All required fields must be completed for all members when enrolling in ARP.   + Only the Member in Session (shown on Member Details panel) will have the **Update** buttons displayed and the ability to update from the Auto-Refill/Auto-Renewal Enrollment screen.   + For the member(s) who is not in session, information icon  displays the message: “Open member’s account to make updates to these settings.” * The **Next** button will be disabled until all required information is updated. |
| Rx is out of refills. | Agent will need to submit a New Rx Request to enroll the medication in Auto Refill/Renewal. 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). |
| Messaging Preferences are not set up | The following message displays: “Must be enrolled in Messaging.”   * Select the **Update** button. * **Messaging Preferences** section displays in Member Snapshot tab. * Update information as needed and click **Save**. Refer to [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6).   **Result:** Updated Messaging Preferences information will be displayed in Member Settings section. |
| Default payment method is not listed | The following message displays: “Default payment method recommended.”   * If the caller wants to add a payment method, click **Update**.   + **Mail Order Payments** screen displays in Member Snapshot tab. Make necessary updates. 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).   + Updated payment information will be displayed in **Member Settings** section. * If in the Refill or New Rx flow and the caller does not want to add a payment method, the following message will display when **Next** is clicked: “A default method of payment is not required to enroll medications in the Auto-Refill/Auto-Renewal Program. However, if payment is required for future order, the order may be held until payment is obtained.” |
| Default Address is not listed | The following message displays: “Must have default shipping address.”   * Click **Update**. * **Addresses** tab displays. * Make the necessary updates. Refer to [Compass - Add / Edit / Delete Mailing Address (053255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9cfb4422-7129-4bca-b1ea-f1d6fa964906).   **Result:** Updated shipping address will be displayed in **Member Settings** section. |
| Prescription transferred from a prior plan. | If the active plan allows the medication to be enrolled in the Auto Refill Program (ARP), prescriptions transferred from a previous Caremark account must be filled one time prior to being eligible to enroll in the ARP. Refer to [Compass - Transfer Existing Rx to New Account (Carrier-to-Carrier/Open Rx Transfer) (057128)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6763e5a4-e98e-47f0-8738-c79178ab685b).  **Note:** Once the member has received the first shipment of the prescription on their new active account, they may enroll that medication in the ARP through their Caremark.com account. |
| Disenrolling a prescription from Auto-Refill or Auto-Renewal, when the Rx Status has reached: Pending Carrier Pickup or Shipped. | If the member would like to cancel the current order, note it is too late to send a Stop Tote Request. Contact the Senior Team for possible alternative solutions.  Refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) as needed. |

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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)

**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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