# Compass - Pediatric Opioid Age Restriction

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**Description:**Information about handling inquiries related to the Pediatric Opioid Age Restriction.

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| Background |

On July 1, 2021, CVS Caremark® rolled out a set of safety restrictions specific to pediatric usage of certain products containing opioids.

The U.S. Food and Drug Administration (FDA) warns clinicians of risks with respect to the use of several opioid pain products, as well as opioid containing cough and cold products, based upon patient age.

CVS Caremark® has developed two new age-based point of sale offerings consistent with the FDA guidance:

* Codeine and Tramadol Use for Pain in Children under 12 years: these products are contraindicated in children under 12 years of age.
* Opioid Containing Cough and Cold Products in Children: codeine products are contraindicated in children under 12 years of age and hydrocodone products are contraindicated in children under 6 years of age.

Prescription claims for the above age groups rejects at the pharmacy. Because these are contraindications, no prior authorization or override are available. Prescribers should consider an appropriate alternative medication for their patients.

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| Reject Codes |

If the pharmacy attempts to submit a claim for one of the affected medications listed above, the settlement codes could reflect one of the following reject codes:

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| **Optional Point-of-Sale (POS) Edits** | **Reject/ Alert** | **Reject Message** |
| **Opioid Cough and Cold Products in Children** | **Hard Reject**  **60/76** | **NO QTY ALLOWED FOR AGE. CONSIDER ALTERNATIVE**. |
| **Codeine and Tramadol Use for Pain in Children** | **Hard Reject**  **60/76** | **NO QTY ALLOWED FOR AGE. CONSIDER ALTERNATIVE.** |

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| Questions and Answers |

 Use as needed:

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| **#** | **Question/Statement** | **Response/Resolution** |
| **1** | How can I confirm if a medication is an opioid in Compass? | From the Claims Landing page, click the RX # hyperlink.  **Result:** The Claim Details screen displays.        **Note:** If the member needs further assistance, contact the Clinical department. |
| **2** | How do I know if it is a Controlled substance? | From the Prescription Details tab, locate the Controlled Substance field.   * If the prescription is a controlled substance, “C2-C5” displays. * If the prescription NOT a controlled substance, “Not Applicable” displays. |
| **3** | Are opioids addictive and/or dangerous? | You should talk to your prescriber about questions and concerns. If you need immediate assistance, I can get a pharmacist on the line.    **Result:** If member requests a pharmacist, completely resolve member’s concerns within your job role and then warm transfer them with a clinical team member. |
| **4** | How can I get medication covered? | No Prior Authorization or override can be entered. You need to speak to doctor for alternative medication. |

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| Related Documents |

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

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