# MED D Inbound/Outbound Script Request Procedures for Requestor

[Script Request Process](#_Toc86302902)

[Related Documents](#_Toc86302903)

**Description:** This document provides instructions on the information for someone requesting an Inbound and/or Outbound script to be created and posted where MED D representatives will be utilized.

|  |
| --- |
| Script Request Process |

Follow the steps below in order to request a script (Inbound or Outbound) for the Documentation Team to post to theSource:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step** | **Action** | | | |
| **1** | * Identify need for script. * Obtain appropriate Business Approval to accept and process scripts. (Document this information) | | | |
| **If for...** | **Then...** | | |
| Inbound and Outbound  **Or**  Outbound Only | * Access the [SharePoint site](https://aetnao365.sharepoint.com/sites/OutboundCallCampaigns/SitePages/Home.aspx) URL for a blank [Basic Inbound/Outbound script](https://aetnao365.sharepoint.com/:w:/r/sites/OutboundCallCampaigns/Shared%20Documents/BASIC%20MED%20D%20Outbound%20-%20Inbound%20%20Document%20Template%2005-07-19%20(1).doc?d=w4c88f38977d5425caa0619781125f706&csf=1&web=1&e=eHTUD5).   + If a CMS Claim Reject issue, use the [preapproved script template](https://aetnao365.sharepoint.com/:w:/r/sites/OutboundCallCampaigns/_layouts/15/Doc.aspx?sourcedoc=%7B13A7851B-AB3F-4C86-8A7A-C1D58307EEE6%7D&file=CMS%20Claim%20Reject%20Issue%20MED%20D%20Inb%20Out%20Document%20Template%2005-07-19.doc&action=default&mobileredirect=true).   **Note:** There are situations where both inbound and outbound calls are made to members and the same for pharmacies. In this instance, two templates would be required.  **Inbound and Outbound Templates combined:**  **Example:** If leaving a message to return call, this would be a situation where an Outbound Script would also require an Inbound Script **providing CVS Health would be receiving these returned calls**. | | |
| Inbound | * Access the [SharePoint site](https://aetnao365.sharepoint.com/sites/OutboundCallCampaigns) URL for a blank [Basic Inbound/Outbound script](https://aetnao365.sharepoint.com/:w:/r/sites/OutboundCallCampaigns/Shared%20Documents/BASIC%20MED%20D%20Outbound%20-%20Inbound%20%20Document%20Template%2005-07-19%20(1).doc?d=w4c88f38977d5425caa0619781125f706&csf=1&web=1&e=eHTUD5). * Continue to next step. | | |
| **2** | * Engage a Subject Matter Expert (SME) from the area the call campaign is targeting and complete the appropriate areas of the Basic MED D Outbound and/or Inbound script template.   + Ask the SME to provide Content, Talk Tracks, Phone Numbers, Call Type codes, References to Work Instructions so that the MED Care Representatives will be able to understand the issue and be able to communicate it to the beneficiaries.   **Note:** Contact the MED D Documentation Consultant relative to the subject of the call campaign to identify a Subject Matter Expert.   * Coverage Determination, Appeals and Grievances – Brienna Dugdale * Enrollment - Angel Kristoff * General Clinical - Angel Kristoff * Premium Billing - Brienna Dugdale   **Back-Up for all areas:** Chuck Graves | | | |
| **3** | * Review the script for completion with the information provided by the Subject Matter Expert’s, update as needed and Save. * Send to **CareSource Group mailbox Attn: MED D Care Scripts**   **Do NOT send the beneficiary call list.**  **Result:** Assigned Documentation Consultant will take the information, format it, obtain appropriate subcommittee approvals and then return the document to you.  **Turn Around Time:** 3-4 business days.  For URGENT scripts, Indicate in the **Subject Line** and at the Top of the Body of the email.  **Results:** The Documentation Consultant will setup a meeting with the subcommittee approvers (Co chair, Chair and Grievance), providing they are all available and gain approval during this call. If all approvers cannot attend the call, then the email process will go into effect per normal standards.  During the approval process you will receive status updates to advise where document is assigned, and the time assigned/completed.  **Do not move to the next step until the script is returned to you from the Documentation Consultant.** | | | |
| **4** | **Determine the type of script and its processes:**  **Notes:**   * **Pharmacy Outbound or Inbound** scripts do not require Aetna/SSI MED D Regulatory and Compliance approval, but **Outbound** scripts do require TCPA approval. * **Member scripts** require Member Communications and Aetna/SSI MED D Regulatory and Compliance approval and some will require CMS Approval. * CMS Approval can take up to 10 business days. | | | |
| **If for...** | | **And…** | **Then…** |
| **Outbound & Inbound Scripts**  **Or**  **Outbound Only**  (Outgoing Calls will be made by vendors from our Care Team) | | **Client Issues** | Requestor (Business Process Owner) – Create an email and send the completed script to your client. Ask that they have their own Regulatory Department review the script and approve. **This does not apply to EGWP clients.**  **Note:** BPOs should obtain proof of any approvals received. |
| **Aetna/SilverScript PDP and EGWP Clients:** | * Email completed [TCPA](https://aetnao365.sharepoint.com/:w:/r/sites/opscom/Operations%20Communication/Team%20Member%20Folders%20By%20Name/MED%20D%20Care/MED%20D%20Care%20Sub%20Committee%20Shared%20Items/TCPA%20Form%20-%2002%2001%2016.docx?d=w72cfb93860cc4a0893c8d372546ad202&csf=1&web=1&e=MFI5GQ) (Telephone Customer Protect Act) form and script to   [TCPACompliance@cvscaremark.com](mailto:TCPACompliance@cvscaremark.com).   * + The Do Not Call List (DNC) is reviewed as part of the TCPA process. * Once TCPA approval is received, send an email to Member Communications (Attn. **Patrick Trevellyan/Stefanie Wong/Matt Shutzaberger/Mark Ulloa**) with the following components:   + Completed script   + Approval email from the TCPA (Telephone Customer Protection Act) Compliance reviewer   + Approval from Aetna/SSI SME, if applicable.   **Result:** The Member Communications team will coordinate any necessary reviews by MED D Regulatory (and Compliance, as needed). For MED D Reportable issues, the script will also be submitted to CMS for review. Once all approvals have been obtained, the Member Communications team will return the script to the requestor (business owner) with a new MAT ID # (assigned by Regulatory).  **Note:** If changes are requested then the subcommittee review/approval process must start over. Create an email and return to the assigned Documentation Consultant and request additional review/approvals from the subcommittee and Grievance.   * Continue to next step. |
| **Inbound** (Calls will be received into CVS Health Care Team) | | N/A | MED D Regulatory and Compliance but not CMS approvals needed. Create an email and attach the script and any applicable Aetna/SSI SME approvals. Send to Member Communications Attn. **Patrick Trevellyan/Stefanie Wong/Matt Shutzaberger/Mark Ulloa.**  **Result:**  The Member Communications team will coordinate any necessary reviews to obtain proper approvals then return to the requestor (business/process owner). |
| **5** | * Create an email to the assigned Documentation Consultant. * Attach the approved script. * **Body of Email:** Indicate all approvals have been received and ask to post to theSource with acknowledgement.   **Result:**  Documentation Consultant will obtain FINAL approval, ensure proper formatting, publish for 90 days and verify the accuracy of the posted script. They will then confirm the posting with an email. | | | |
| **6** | Access SharePoint – [Outbound Campaign Request Form - New Item (cvscaremark.com)](https://collab.corp.cvscaremark.com/sites/CustomerCare/Resource%20Planning/Lists/Outbound%20Campaign%20Request%20Form/NewForm.aspx?Source=https%3A%2F%2Fcollab%2Ecorp%2Ecvscaremark%2Ecom%2Fsites%2FCustomerCare%2FResource%2520Planning%2FLists%2FOutbound%2520Campaign%2520Request%2520Form%2FAllItems%2Easpx&RootFolder=) and complete all required fields.  **Note:** All Outbound Call Campaign requests **MUST** have the following attachments included within the SharePoint submission form before it can be assigned:   * Campaign Call List * Campaign Work Instructions/Script Verbiage * Finance Approval (Name and Email Address) * Cost Center   **Result:** Resource Planning will coordinate resources to complete campaign. An expected completion date will be provided to requestor within four business days of request submission. Reporting will be provided at frequency requested in campaign form. | | | |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\C337799\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\03SX5036\CMS-2-017428)

* **TCPA** - Telephone Customer Protection Act - Program administered by Rachel Caldwell and Holly S Rothemich, reviews **all** outbound telephonic communications to consumers (i.e. telephone calls, SMS text messages and faxes) to ensure that they are in compliance with the Telephone Consumer Protection Act (“TCPA”).

**Policy Reference:** IFGV-046436 CVS Health Text, Telephone, and Fax Outreach Policy

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION – PAPER COPY = INFORMATIONAL ONLY**