# MED D - Beneficiary Communication Call Campaigns

Beneficiary communication campaigns run throughout the year.

**DO NOT** advise the beneficiary the call they received from CVS/Caremark/SSI, etc. was a scam, until reviewing **all** resources.

* **PeopleSafe:**
  + Review PeopleSafe documentation [MED D - Reading Prior Call/Activity Notes (PeopleSafe)](TSRC-PROD-004089), Outbound Campaign section.
    - However, not all outbound call campaigns will be noted in PeopleSafe.
  + Review comments on the **MED D Inquiry Tab.**
* **Compass**
  + Review Compass documentation [Compass MED D - Reading Prior Call/Case Notes (Compass)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=143e79ea-1cc0-48b9-880a-2f88c449254d), Outbound Campaigns section.
    - However, not all outbound call campaigns will be noted in Compass.
  + Review comments in the **Member’s Recent Cases** panel.
* **theSource:**
  + Conduct a search with the Caller ID provided by the beneficiary.
  + Review the [MED D - Commonly Used Work Instructions Index](CMS-PRD1-089595) for Hot Topics.
  + Review the [Outbound Phone Numbers Displaying on Caller ID](CMS-PCP1-042944) for Caller ID provided by beneficiary.

**Note:** CVS Caremark uses Robo Calls as a way to communication with beneficiaries.



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