# Aetna MED D - SilverScript - Premium Billing RM Task Identifier Codes

[Process](#_Toc67397199)

[Related Documents](#_Toc67397200)

**Description:** This document provides the MED D Customer Care Representative (CCR) with details necessary to include the correct Premium Billing RM Task Identifier Code when submitting a Premium Billing RM Task for research.

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| Process |

Unique RM Task Identifier Codes must be copied and pasted from the applicable Work Instruction into the PeopleSafe RM Task Notes when submitting a Premium Billing RM Task for research.

When creating a Premium Billing RM Task, perform the following steps:

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| **Step** | **Action** |
| **1** | Obtain the correct RM Task Identifier Code.  Specific RM Task Identifier Codes are listed at the beginning of the **Task Notes** within the applicable Premium Billing Work Instruction.  **Example:** The **SilverScript Premium Billing Credit Card Payment** RM TaskIdentifier Code **(CCP003)** is locatedwithin the [Aetna MED D - SilverScript Premium Billing Credit Card Single-Sign-On (SSO) Processes](CMS-PRD1-098901) Work Instruction:  **Task Category:** Billing/Payment  **Task Type:**  Premium Billing Inquiry Medicare D  **Queue:** Finance - Scottsdale Premium Billing  **Reason for Dispute:** Credit Card Payment  **Task Notes:** Document the following:   * **CCP003** Provide details of the beneficiary’s concern(s). * Beneficiary’s contact number. |
| **2** | Include the correct RM Task Identifier Code at the beginning of the RM **Task Notes** in **PeopleSafe**.  **Example:** Copy/paste the RM Task Identifier Code specific to the **SilverScript Premium Billing Credit Card Payment Research** RM Task **(CCP003)** from the Work Instruction into the beginning of theRM Task Notes in PeopleSafe.  Depending on the Premium Billing RM Task being submitted, the RM Task Identifier Code will vary. Ensure you are **always** referring to the correct MED D – Premium Billing Work Instruction and copy/pasting the correct code.  **CCR Process Notes:**   * RM Tasks should always include all details needed to research the beneficiary’s request. * RM Task Identifier Codes are for internal use and should **not** be communicated to the beneficiary. * If the beneficiary requests a Confirmation Number, do **NOT** relay the RM Task Identifier Code; provide the RM Task ID as the Confirmation Number.   + For RM Task Resolution Times, refer to the **Premium Billing Processing Times** section within: [Aetna MED D - SilverScript - Premium Billing General Information, Processes & Document Index](CMS-PCP1-026695) |

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| Related Documents |

[Aetna MED D - SilverScript - Premium Billing General Information, Processes & Document Index](CMS-PCP1-026695)

**Parent Document:** 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/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](CMS-2-017428)

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