# CMS Test Calls

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**Description:** This document provides guidance on handling Centers of Medicare & Medicaid Services (CMS) Test Calls.

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| General Information |

Customer Care receives test calls year-round regardless of the line of business they support. During the test call, a caller may pose as a pharmacist, pharmacy technician, potential member, enrolled member, or someone calling on behalf of the member.

 It is **critical** to always log out of your phone properly. Stepping away from your desk without logging out or using the correct AUX code allows CMS test calls to route to your line and be left unanswered, resulting in failure. Be sure to double-check your phone before walking away.

To provide the best customer service experience on **every call,** whether it is a Test Call or any other caller, always answer:  **Yes, I can help you**.

 **NEVER tell the caller that you cannot assist them**.

**Note:** General benefit questions that do not pertain to a specific member can be answered without authenticating the call.

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| What Does “Yes I Can Help You” Mean? |



If a CMS Test Caller asks if you can help with a specific area, line of business, or client which you do not support, it is important to always reply “**Yes, I can help you.”**

 “**Yes, I can help you**” means:

* You can assist the caller directly, **OR**
* You can assist the caller even if we are transferring elsewhere for assistance. (**Examples - not an all-inclusive list:** Another Care line of business, Specialty, Dedicated Team, Clinical, etc.)

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| Test Call Questions |

Any individual taking Customer Care calls may receive a Test Call. The Test Callers will ask various questions regarding the handling of Medicare or other members.

**** CMS Test Call questions will vary on the plan type used, but their questions will always start with either “Can you answer questions about…” **or** “Are you the right person to answer questions about…”

**Even if you do not support the specific line of business**, you should answer these questions as follows:

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| **Question** | **Answer** |
| Can you answer questions about Medicare Advantage (also known as Medicare Part C)? | Yes, I can help you. |
| Can you answer questions about Medicare Part D? | Yes, I can help you. |
| Are you the right person to answer questions about <Line of Business> Medicare Part D? | Yes, I can help you. |
| Are you the right person to answer questions about <Client Name/Insurance Plan Name> Prescription Drug benefits? | Yes, I can help you. |
| Can you answer questions about <Client Name/Insurance Plan Name> prescriptions? | Yes, I can help you. |

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| Who Completes Test Calls |

Test Calls, which anyone in Customer Care may receive, can be completed by the following:

* **Centers of Medicare & Medicaid Services (CMS):** The agency within the U.S. Department of Health and Human Services (HHS) that administers the nation’s major healthcare programs. The CMS oversees programs including Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the state and federal health insurance marketplaces.

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| Star Rating Impacts |

The outcome of a Test Call has a direct impact on every Plan’s Star Rating. Each year, Centers for Medicare & Medicaid Services (CMS) publishes Star Ratings to measure the quality of health and drug services received by members enrolled in Medicare Advantage (MA) and Prescription Drug Plans (PDPs or Part D plans). The Star Ratings also reflect the experiences of members and assist members in finding the best plan for them.

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| CMS Test Call Handling Tips |

Below are a few call handling tips to ensure CMS Test Calls are handled correctly:

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| **Scenario** | **To Handle Correctly** | **To Avoid Mishandling** |
| You are asked, "Can you answer calls regarding <insert plan name>?" | Always provide a clear response of "Yes, I can help you."  **Important Note**: CMS Test Call questions will vary on the plan type used but their questions will always start with either “Can you answer questions about…” **or** “Are you the right person to answer questions about…” | Do NOT respond with "I believe so," “No, but I can get you to someone who can,” or a similar response. |
| You are in a downtime scenario | Always pause to allow the caller to respond to "How can I help you?" before going into downtime script. | Avoid immediately going into the downtime script before the caller can respond to "How can I help you?" |
| You answer the call and question correctly, however you disconnect the call before the CMS Tester. | Always allow the CMS Tester to hang up first. | If the CMS Tester does not hang up, ask if there is anything you can do to help them. |
| You ask the CMS Tester "Did I pass?" | Never ask the CMS Tester this. | Never ask the CMS Tester this. |
| You do not immediately answer the line. | Always answer the call as soon as it comes through. | Avoid any delays in answering calls- walking away from your desk, being on mute, or anything which makes you unprepared for a call. |
| You experience technical issues with your headset or your network speed. | Put yourself in a non-ready state and reach out to your Supervisor immediately to report this situation and get it resolved. | Ensure everything you need is working correctly to take calls successfully. |
| Handling no caller on the line, dial tone, or ghost calls. | Refer to [Disconnected, Dropped, No Caller (Ghost Calls), Spam, Automated, and Looping Calls.](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=480af287-dcb8-4305-84c5-dfe8e0c39312) | Utilize the work instruction properly to ensure you allow the caller time to connect or disconnect, depending on situation, and to remain ready for your next call. |

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| Related Documents |

* [Downtime Procedures](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=9e6c6901-f053-4575-9238-3f1f68feea78)
* [Aetna - System Outage or Downtime (Hand Written Refill)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f8f6d898-ceb6-415c-a424-45760a4cd2ca)
* [Aetna PHL - System Outage or Downtime](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d06d1950-79f3-45e1-b65e-880a22e3441b)
* [PHD - Downtime Verbiage](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cf82389b-eaf3-4cc6-81bc-30830af70f94)
* [Disconnected, Dropped, No Caller (Ghost Calls), Spam, Automated, and Looping Calls](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=480af287-dcb8-4305-84c5-dfe8e0c39312)

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