# Aetna Compass - Handling Repeat Callers: Multiple Contacts, Same Issue

[Process](#_Toc133855534)

[Repeat Call Scenario Guide](#_Toc133855535)

[Related Documents](#_Toc133855536)

**Description:** Steps for Customer Care Representatives to follow when the Repeat Caller Indicator populates in Compass.

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| Process |

 Do not conference/transfer calls to the Senior Team without completing **ALL steps** in this document.

If the Repeat Caller indicator does not display, this process does not apply.



**Note:** The Repeat Caller indicator is based on Compass Interaction Case history including all forms of contact (phone calls, chat, email) and will NOT include interactions taken in PeopleSafe.

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| **Step** | **Action** |
| **1** | During the guided authentication process, make the appropriate selections on the **Primary Interaction Reason** pop-up box to indicate if the member has previously called regarding the same issue. For additional information, refer to [Aetna Compass - Caller Authentication and HIPAA Grid (064123)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a29fcb21-bff8-4fe4-a946-0dc700954fe0). |
| **2** | Once you have gained access to the member’s account, from the Member Snapshot Landing Page or Claims Landing Page determine if the “Repeat Caller” indicator is displaying. It will appear in red font in the top-right corner of the **Alerts** panel:  I see that you recently called. Are you calling for the same reason or something new?     * If the Repeat Caller indicator displays, proceed to Step 3. * If the Repeat Caller indicator does not display, proceed with the call as normal. |
| **3** | Review the appropriate documents to determine the reason for the callback(s):   * [Aetna Compass - Viewing, Adding, and Editing Alerts (064005)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=652619ef-a981-47b7-b495-cba32251f724) * [Compass - View Case History (050043)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da374707-39c7-4936-8a0b-a9d1d85bf537) * [Compass - Case Details Landing Page (049986)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c445dcd-f511-4428-a015-5ce2f09178c4) * [Aetna Compass - Call Documentation (064073)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=00a31f30-5b4e-4e30-88e1-ede92b89339e) * [Compass - Viewing Member's Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass (056036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ab5a6f09-8f08-424b-bff7-b1aa5cfc4d6a) |
| **4** | Proceed to the [Repeat Call Scenario Guide](#_Repeat_Call_Scenario) below for the following scenarios:   * Calling for a 2nd time about the same unresolved issue. * Calling for a 3rd time within seven consecutive days for the same issue. |

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| Repeat Call Scenario Guide |

**Note:** For crisis calls, do refer to the repeat caller process. Refer to [Aetna - Handling Emergency / Crisis Calls - Medical Distress, Threat of Suicide, Contacting 911 (069757)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe5e4b56-c5d7-414b-b27c-f036fdcccf1d).

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| **Scenario** | **Action** |
| About a new issue or the issue is resolved  **Example:** Order shipped and member needs tracking info | Icon_-_Conversation Thank you for that information, how can I help you?  **CCR:** Follow the appropriate Consultative Call Flow Process (CCFP) Tip Sheet:   * [Universal Medicare D - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)   **Note:** If issue is resolved, provide a resolution.  Prior to closing the call, ensure that you have addressed and resolved all of the member’s inquiries and concerns. |
| Contacting for a **2nd** **time** about the **same unresolved** issue | Icon_-_Conversation I apologize, let’s walk through this together.  **CCR:** Ask relevant, clarifying, or probing questions to understand the caller’s unresolved issue(s). Address member’s spoken and unspoken needs to prevent a callback.   * If the member requests to escalate the issue, warm conference/transfer to the Senior Team.   **Review the following with the member:**   * Self-Service options: [Aetna Compass - Managing Messaging Platform (MP) Notifications (064252)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9d641520-395f-4b80-ab61-f2851dc486b9), [Aetna Member Website - Register and Login to the Aetna Secure Member Website (071873)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=67481d3e-75b5-4985-857a-cabd89380ff2). * Review the CIF, then explain plan design, programs, and offerings.   + Commercial members: [Aetna Compass - Locating an Aetna Commercial Plan Client Information Form (CIF) (064270)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=06938409-fa9e-412a-b200-b79c114eb6c2)   + Medicare members: [Aetna Med D - Locating a Client Information Form (CIF) in theSource (002217)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=96701111-48ac-4c6d-ae09-b42f663fe24e) * Provide accurate order shipping information. Refer to [Aetna Compass - Shipping Guidelines and Fees (064144)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1c003dff-006a-4d72-bbf9-fe24b333f153). * Resolve open orders, future fill dates or, expiring Prior Authorizations (Pas). Refer to [Aetna Compass - Manage Diverts/Conflicts (Release Order) (064296)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=179cb8b4-ddf0-42cc-bdea-071978b7bee5). * Verify any Prior Authorization (PA) requests have been started and sent to the correct doctor. * Provide information for correct PA department if there have been any issues with doctor receiving requests. Refer to:   + [Aetna Compass - Viewing ePA Status and ePA FAQs (064435)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b839b8e1-8f03-40dc-bbe9-e173ef3d88c6)   + [Aetna Compass - Initiating an ePA Request (064961)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8d282bb3-b389-4148-b0d1-9286e33bc2e0)   + [Aetna Compass - Handling Prior Authorization (PA) and Formulary Exception Requests (Electronic Prior Authorization / ePA) (064313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31b425fd-efa4-4253-b6ba-f53513f84abe) * If the issue cannot be resolved or the member requests to escalate the issue, the CCR may contact and warm conference/transfer to the Senior Resolution Team. Refer to the appropriate work instruction:   + Commercial members: [Aetna - How and When to Contact the SRT (012811)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=35b41b78-3df9-419e-b3ce-5d184aeceb1e)   + Medicare members: [Aetna Med D – How and When to Contact the SRT (013124)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=406d5503-1727-4c7e-aa2e-46647110c9cd) |
| Contacting for a **3rd time** **within seven consecutive days** for the same issue.   * Member indicates they have called multiple times for the same issue. * From the case comments, you recognize the member has a history of calling on the same issue that remains unresolved regardless of the time-period. | I apologize, it appears we are still processing this request. Please allow me to transfer you to our Senior Team who can provide further support. May I place you on a brief hold?”  **CCR:** Warm conference/transfer to the Senior Team.  **Note:**  If the member has a dedicated team, then warm transfer to their dedicated Senior Team.   * Commercial members: [Aetna - How and When to Contact the SRT (012811)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=35b41b78-3df9-419e-b3ce-5d184aeceb1e) * Medicare members: [Aetna Med D – How and When to Contact the SRT (013124)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=406d5503-1727-4c7e-aa2e-46647110c9cd)   I have a Repeat Caller, the Member ID is <ID #>. The member’s name is <name of member>, they have been fully authenticated. The reason for the call is <brief explanation>.    **Notes:**   * Choose **Transfer** as the reason for closing the case when documenting. * Include one of the following keywords in the Case Comments: Repeat, Multiple, or Unresolved Issue.     **Note:** If there is a Long Hold Time (longer than 5 minutes) waiting for Senior Team:  Icon_-_Conversation I understand your time is important; however, there is an extended wait for the Senior Team line, would you please continue holding?   * If yes, continue to hold for the Senior Team.   **Note:** If the caller gives permission for longer hold, continue to check in every five (5) minutes.   * If the member refuses to hold for the Senior Team or asks for a supervisor, contact your supervisor or a Supervisor on Duty and follow their direction. Check in with the member every two (2) minutes until a resolution is determined. |

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| Related Documents |

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

**Parent Document:**  [Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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