# Aetna Compass - Support Task Types and Uses

[Reminders](#_Toc135311121)

[Verifying There Is Not a Task in Process](#_Toc135311122)

[Turn Around Time Information](#_Toc135311123)

[Related Documents](#_Toc135311124)

**Description:** This document outlines Support Tasks in Compass, including procedures that should be completed based on the specific need of the member. To create an Offline Support Task, refer to [Aetna Compass - Create a Support Task (064130)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2058dc90-1783-4ba5-8816-f67baedc5cc9).

**Note:** Refer to the following document for approved Support Tasks that can be filtered by Call Type: [Compass - Support Task Types and Uses List](../Completed%20with%20Compass%20Images%20%26%20Info/TSRC-PROD-058147).Compass will only display Support Tasks that can be used for Aetna members when authenticated on an Aetna member’s account.

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| Reminders |

Users who fail to abide by policy may be subject to disciplinary action. Under no circumstance is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. This includes but is not limited to Create Support Task comments/notes and Alert Comments. Credit card numbers and E-check routing and account numbers may only be entered in system-specified credit card number/E-check routing and account number fields. All comment fields are periodically checked for compliance.



* All fields marked with an asterisk must be completed.
* Not all scenarios may be listed within a specific task, if you have questions regarding which task to send then reach out to a supervisor or the Senior Team.
* Ensure the task is submitted under the **line of eligibility** for the applicable member (select the correct family member).
* Do not promise anything and quote standard Support Task turnaround times.

**Note:** Turnaround time for each Support Task is indicated in Compass; turnaround times do not include the amount of time it takes to reach the member.

[Top of the Document](#_top)

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| Verifying There Is Not a Task in Process |

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| **Step** | **Action** | |
| **1** | Verify that a Support Task for the same issue has not already been created in Compass. Refer to [Compass - View Support Task History](TSRC-PROD-050044). | |
| **2** | Check PeopleSafe activity to verify an RM Task for the same issue has not been previously created in PeopleSafe. Refer to [Compass - Viewing Member’s Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass](../Completed%20with%20Compass%20Images%20%26%20Info/TSRC-PROD-056036). | |
| **3** | Proceed depending on what task history is found. Refer to the table below: | |
| **If…** | **Then…** |
| Task has been created | Do not create another Support Task. Advise the member that the request is still in process and provide the turnaround time. |
| It has been four or more days and the task remains open | Warm transfer the call to the Senior Team.    **Note:** Do not create another Support Task. |
| Task has NOT been created,  **OR**  Previous task has been closed and sent to CC Quality Queue AND the quality task is open | Create the appropriate Support Task.   * For the process of creating a Support Task in Compass, refer to [Aetna Compass - Create a Support Task (064130)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2058dc90-1783-4ba5-8816-f67baedc5cc9). * For a list of approved Support Tasks that can be filtered by Call Type, refer to [Compass - Support Task Types and Uses List](../Completed%20with%20Compass%20Images%20%26%20Info/TSRC-PROD-058147).   **Note:** Compass will only display Support Tasks that can be used for Aetna members when authenticated on an Aetna member’s account. |
| Previous task has been closed | Advise the member of the results. |
| Previous task has been closed and sent to CC Quality Queue AND the quality task is closed | Do not create another Support Task. The Support Task Team will follow up. |
| Unsure about sending a task | Contact your supervisor or the Senior Team to clarify. |
| Instructed to create a new Support Task by someone else such as a supervisor or Senior Team | Document in the Support Task the name of the person who told you to send the task.   * For the process of creating a Support Task in Compass, refer to [Aetna Compass - Create a Support Task (064130)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2058dc90-1783-4ba5-8816-f67baedc5cc9). * For a list of approved Support Tasks that can be filtered by Call Type, refer to [Compass - Support Task Types and Uses List](../Completed%20with%20Compass%20Images%20%26%20Info/TSRC-PROD-058147).   **Note:** Compass will only display Support Tasks that can be used for Aetna members when authenticated on an Aetna member’s account. |

[Top of the Document](#_top)

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| Turn Around Time Information |

For **Automated Support Task**, after the support task has been submitted, perform the following to view the Turn Around Time:

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| **Step** | **Action** |
| **1** | From the **Case Details Landing Page**, navigate to the **Member’s Recent Support Tasks panel** and click **View All**.  **Note:** Agent must click **Refresh** to locate newly submitted Support Tasks.    **Result:** The Support Task History displays. |
| **2** | Locate the newly submitted support task and click the **Support Task Number** hyperlink.    **Result:** The Support Task Details tab displays. |
| **3** | Scroll down to the **Turn Around Time Information** section. |

[Top of the Document](#_top)

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index](../Completed%20with%20Compass%20Images%20%26%20Info/CMS-2-017428)

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

[Top of the Document](#_top)

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