# Customer Care Work from Home (WFH) FAQs

[Frequently Asked Questions and Answers](#_Toc208300553)

[Related Documents](#_Toc208300554)

**Description**: Provides quick answers to common questions about working from home in Customer Care. It is designed to help employees navigate remote work challenges and find practical solutions with ease.

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| **Frequently Asked Questions and Answers** |

Refer to as needed:

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| **#** | **Question / Statement** | **Answer / Resolution** |
| **1** | **Do I need to connect with colleagues in person, every day?** | Working From Home will limit your physical interaction with co-workers. The good news is that despite the lack of social interaction, 84 percent of people surveyed indicated that they do not miss interaction with co-workers. |
| **2** | **Can I complete quality work, on schedule, without a lot of feedback and direction?** | Work From Home requires self-motivation and discipline. |
| **3** | **I am considering working from home in lieu of finding child or elderly care.** | * Colleagues are expected to have reliable dependent care during their working hours or assigned schedule. * Colleagues are required to maintain child/family care that does not interfere with their ability to perform their job as well as adhere to company policies. * Colleagues must have a quiet place where they can work undisturbed to focus on their daily job duties. * Colleagues are expected to be working during the assigned shift. * Colleagues should proactively discuss dependent care with their manager to explore options and resources.   **Tip**: Learn more about dependent care resources in the HR section of ColleagueZone. |
| **4** | **Do I have a dedicated workspace?** | Refer to [Customer Care Work from Home (WFH) PBM Guidelines (080550)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3) for further details. |
| **5** | **What if I want/need to move my dedicated workspace?** | Refer to [Customer Care Work from Home (WFH) PBM Guidelines (080550)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3) the section Work from Home “Office” Standards - **Requests to Move and Change remote Designated Location** for further details. |
| **6** | **Can I move to a different state or within the same state?** | Colleagues are required to notify their supervisor in writing 30 days prior to their move.  Refer to [Customer Care Work from Home (WFH) PBM Guidelines (080550)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3) the section Work from Home “Office” Standards - **Requests to Move and Change remote Designated Location** for further details. |
| **7** | **Can I work from home at a temporary location/address if my WFH location is unavailable?** | If you encounter any circumstances that prevent you from working remotely from your current location, contact your Leadership team promptly to discuss next steps. |
| **8** | **Can I work with minor distractions in the background?** | Sometimes visiting family members or other household distractions are unavoidable. Working from home requires setting boundaries for yourself to ensure you can focus on your work. |
| **9** | **Do I have the required technology, and do I feel comfortable maintaining this technology?** | You are provided with reliable equipment which you will need to maintain. |
| **10** | **Will my pay change? Will representatives who are eligible still receive shift differential?** | Pay will remain the same and within the salary range for your job title.  Eligible colleagues will receive the shift differential should it apply. |
| **11** | **How many hours will I be expected to work?** | You are expected to work the full schedule set forth by your department’s guidelines with additional overtime if required. |
| **12** | **How much experience do I need to have in order to Work from Home?** | Colleagues should be able to demonstrate a successful ability to learn and communicate effectively and professionally using remote applications, in lieu of face to face interactions.  **Example**: Email, telephone, instant messaging, technology-based training, and conference calls. |
| **13** | **Is it realistic for me to think I could work remotely?** | Are you really self-motivated or do you (consciously or unconsciously) rely on others to help direct your day, priorities, and projects?   * Can you manage being alone and only interacting via phone, email, and any other approved software for extended periods of time? * Are you open to changing your work habits to match the styles of the people you work with, even if it may be a minor inconvenience to you? * Are you open to accepting constructive criticism and changing your approach quickly?   If you answer yes to these questions, then you may be able to Work from Home! If not, you would have to seriously consider whether or not it is the right opportunity for you.   * To Work from Home successfully you need to master several different communication techniques, be open to continuously improve yourself, practice extreme flexibility with those you work with, and hone your instincts about what is happening at the office that you cannot physically see. |
| **14** | **My big concerns are about communication; is it possible to stay in the loop while remote?** | Yes. However, it takes a multifaceted approach to stay in the loop.  Since you are not physically in the office, you have to find other ways to have “physical presence;” the non-verbal factor that makes up 90% of communication. Without it, you have only the words you say and the tone you deliver it in (the other 10% of communication).  Review the [Customer Care Work from Home (WFH) - Tips to be Successful (079602)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=2439ade2-8901-4f65-bae5-0006db486f53)for ideas to overcome physical presence and be a great communicator. |
| **15** | **What are the challenges of having good communication with your clients and meeting their needs?** | The single biggest challenge about working remotely is that you miss out on intangible conversations; passing someone in the hall, overhearing a project team talking, getting pulled into a conference room as you walk by, etcetera.  It is possible to recreate some (but not all) of these scenarios while remote, but it takes extreme flexibility in how and when you can be reached to make it happen.  [Customer Care Work from Home (WFH) - Tips to be Successful (079602)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2439ade2-8901-4f65-bae5-0006db486f53) |
| **16** | **Is there a minimum amount of time a representative has to Work from Home? What if they change their mind after a month?** | Options may vary by site, depending on seat availability. |
| **17** | **What are the expectations for corrective action?** | Delivery of corrective action will depend on the Supervisors choice on whether to deliver at home through approved software or onsite. |
| **18** | **Will a desk and chair be provided?** | No, the Colleague is responsible for an appropriate workstation which includes a desk/table and chair. |
| **19** | **How are Work from Home personnel selected?** | Work-from-home eligibility may be different for Exempt and Non-exempt colleagues and may vary by job function and job level. Eligibility is based on evolving business needs and is subject to change. |
|  | **Will the representatives need a shredder and if so, is it all right if they toss the shredded materials in their regular garbage?** | Colleagues agree to follow CVS Health’s standard policy regarding securing and disposing of Confidential Information. Colleagues must adhere to the policy: [Clean Desk Management (Policy MBO-0105)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=MBO-0105). Colleagues may use a personal shredder at home or bring documents for shredding back to the office. |
| **20** | **Will dual monitors be supplied?** | Yes, we will supply dual monitors. |
| **21** | **One of the documents mentions “random” home visits. Will these be scheduled?** | We will notify representatives about home visits. We will work with colleagues to conduct these inspections during their scheduled production hours. |
| **22** | **When may the Work from Home representatives be called upon to work other than their regular shifts?** | Work From Home representatives benefit the site in case of extreme weather or in an emergency. We may call to have the representative log in and take calls when this happens if they are not already working their assigned shift. |
| **23** | **How often will there be team meetings?** | Team meetings are scheduled by your supervisor as needed. |
| **24** | **If a Work from Home representative is called into the home site for a meeting, or other event, will mileage to and from be paid?** | Refer to [CVS Health Travel and Expense Reporting Policy (CTRL-0002)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CTRL-0002). |
| **25** | **Are part-time representatives eligible to participate?** | Yes |
| **26** | **Is the checklist the only item for the Work from Home candidates to sign?** | There are several documents that will need to be signed. |

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| **Related Documents** |

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

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