# MED D - Beneficiary Suggestions or Compliments

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**Description:** This document provides the process the CCR will follow for submitting verbal Suggestions and/or Compliments in an attempt to reduce submission errors and to better satisfy the beneficiary in regard to these types of requests.

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| General Information |

Occasionally when speaking to a beneficiary, the MED D Customer Care Representative (CCR) will be asked to submit a verbal **Suggestion** or **Compliment** on behalf of the beneficiary regarding SilverScript, MED D and/or Customer Care.

**Important:** Refer to the table below for the other issues listed

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| **If the beneficiary is referencing…** | **Then refer to the…** |
| A potential HIPAA disclosure | [HIPAA Issues and Disclosure Escalation](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/CMS-PCP1-027852) work instruction |

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| Process |

When speaking to the beneficiary who has requested the CCR submit a verbal **suggestion** or **compliment**, perform the following:

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| **Step** | **Action** | | | |
| **1** | Identify the beneficiary’s concern. | | | |
| **If the beneficiary…** | **Then…** | | |
| Requests a call back or is escalated | Contact the Senior Team or a Supervisor for assistance and if appropriate, transfer the call. | | |
| Is submitting a **suggestion** | Review and immediately address any of the beneficiary’s concerns.  Once all concerns have been addressed, create the following RM Task:  **Task Category:** Customer Care Internal Process  **Task Type:** Suggestions  **Queue:** CC Internal Processes - Client Support  In the **Dept or Location** field: Enter the department or location the suggestion is for. The **suggestion** will be forwarded to the appropriate department for review.  **Examples:**   * If the beneficiary has a suggestion to improve how **SilverScript** posts checks to accounts, then the department would be **Finance**. * If the beneficiary has a suggestion about how to improve the **SilverScript** website, then the department would be **PBM Digital**.   In the **Notes** field: Include specific details about the suggestion.  **Note:** If beneficiary prefers to mail the suggestion, refer to the [Exceptions](#_Exceptions) section of this document. | | |
| Wants to voice a **compliment** | Transfer the beneficiary to the **Compliment Line**. | | |
| **If…** | **Then…** | |
| Orlando | * Use Orlando direct number at **1-833-217-9252**.   + Provide the following information prior to transferring the call:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #: * Email supervisor directly:   + The subject line of the email should read: **Compliment \*Secure Mail\***   + The email should include:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #:     - Members Name:     - Member ID#:     - Members Account#:     - Members DOB: | |
| Solon | * Use Solon direct number at **833-892-7267.**   + Provide the following information prior to transferring the call:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #:     - Members Name:     - Members Plan Name:     - Member ID#:   + I will be transferring you to the Kudos line to record your positive feedback. Please be aware when I leave the call you will hear no additional prompting. The line is already recording, and you may leave your compliment as soon as I exit the call. Thank you and have a nice day. * Email supervisor directly:   + The subject line of the email should read: **Compliment \*Secure Mail\***   + The email should include:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #:     - Members Name:     - Member ID#:     - Members Account#:     - Members DOB: | |
| Nashville and Chandler (NEJE) | * Use direct number at **866-653-0229**.   + Provide the following information prior to transferring the call:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #: * Email supervisor directly   + The subject line of the email should read: **Compliment \*Secure Mail\***   + The email should include:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #:     - Members Name:     - Member ID#:     - Members Account#:     - Members DOB: | |
| Knoxville | I will be transferring you to the Kudos Hotline to record your positive feedback. You will hear hold music while I provide my employee information. Once the music ends, you may begin by leaving:   * Your name * Member ID * My name * Your feedback   Please be aware that you may also receive a separate survey about your experience in a day or so. Again, my name is <name> and thank you for allowing me to assist you!  Warm Transfer the call to **866-488-4712** and provide your Employee ID to the Kudos Hotline while the beneficiary is on hold and then complete the transfer process. | |
| Vendor | Determine the following: | |
| **If…** | **Then…** |
| The beneficiary on the line wants to voice a compliment regarding the vendor CCR assisting them | Follow the site-specific process at your location to capture the compliment.  Icon - Important Information At no time should a vendor CCR ever give out a CVS email address for any operations teams. All compliments should be forwarded to the vendor colleague’s immediate supervisor. |
| Internal CCR receives a compliment for a vendor CCR | Send an e-mail to your immediate supervisor.   * Subject Line: **\*SecureMail Compliment** * The email should include:   + CCR Name   + Supervisor’s Name   + CID/UID/ZID #   + Member’s Name   + Member ID#   The supervisor will forward compliments to the vendor management teams as appropriate. |
| All Other Call Centers not listed above | Warm transfer the call to the Supervisor of the employee in question. Refer to [Basic Call Handling - Greet, Warm, Cold and Quick Transfers, Call Hold and Close Call](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/TSRC-PROD-016401).   * If the Supervisor is unavailable to take the call, the beneficiary may leave a voicemail.   + Provide the following information prior to transferring the call:     - Your Name:     - Supervisors Name:     - CID/UID/ZID #:   + If beneficiary is leaving a voicemail, send an email to your Supervisor with the member's ID, name, DOB and phone number with "Compliment \*SecureMail\*" in the subject line.   Refer to [Handling Member Complaints, Suggestions or Compliments](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/CMS-PCP1-026703). | |
| Med D Senior Team | * Ensure all concerns have been resolved. * Please hold while I transfer you to the Kudos mailbox to record your compliment. * Select **Warm Conferen**ce and enter the Kudos speed dial (194 MedD SRT Member Kudos, +18338330537.) Select **Speak with Participant** to initiate the conference. * Leave the following information on the recording:   + Your Name   + Employee ID   + Supervisor's Name   + Member’s Name   + Member ID * Conference the member to the line to leave a voicemail by selecting **Add Participant** and advise the caller that the line is recording and that you will release from the line to let them leave their message. * Drop off the line by selecting **Leave Conference.** | |
| **3** | Ask if there are any other benefit questions. | | | |
| **If…** | **Then…** | | |
| Yes | * Address any benefit issues * Document and close the call according to current policies and procedures   **Log Activity:** [Log Activity/Capture Activity Codes](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/CMS-2-005164)  **Resolution Time:** Suggestion tasks will be addressed within two business days. | | |
| No | Document and close the call according to current policies and procedures  **Log Activity:** [Log Activity/Capture Activity Codes](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/CMS-2-005164)  **Resolution Time:** Suggestion tasks will be addressed within two business days. | | |

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| Exceptions |

If the beneficiary prefers to mail a suggestion or compliment, provide the following address:

**CVS Caremark**

**Customer Care**

**PO Box 6590**

**Lee’s Summit, MO 64064-6590**

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| Related Documents |

**Parent SOP:** 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/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](https://aetnao365.sharepoint.com/sites/ColleagueReadiness/Shared%20Documents/Open%20Project%20Documentation/JTetuan/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/VL443E7U/CMS-2-017428)

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