**PeopleSafe - Request a Copy of a Cashed or Deposited Check**

[Process](#_Toc208323555)

[Related Documents](#_Toc208323556)

**Description:** Process to use when the Member or Assignment of Benefits representative is requesting a copy of a check that was cashed or deposited.

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| Process |

Refer to as appropriate:

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| **If…** | **Then…** |
| * Member is requesting a copy of the cashed or deposited check with endorsement signature. * AOB Provider is requesting a copy of cashed check with or without endorsement signature. | Create an RM Task as follows:   * **Task Category**: Retail * **Task Type**: Research/Reissue/Stop Payment * **Queue**: Member Payment * Add detailed Notes (mandatory) and complete boxes marked with an asterisk to successfully submit the task. * Click the **Save and Clear**button. * Notate theRM task ID that populates if a call back is requested. |
| Member Request a callback and it is not an escalation | Create a Callback task as follows:   * **Task Category**: Customer Care Internal Process * **Task Type**: Participant Callback Request * **Queue**: CC Internal Research/Richardson (Commercial/BOS Offline Clients or Nashville (Med D) clients * Provide the RM task ID from previous task submitted. * Complete the mandatory fields and detailed notes. |

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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)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

[Refund Stop Payment Check Reissue (004580)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b529fcee-1566-4001-a703-ce8b63186cb2)

**Policy Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) [CALL-0011 – Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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