# Customer Care Work from Home (WFH) General Criteria for Internal Colleagues

[**Related Documents**](#_Toc207784489)

* Customer Care Work from Home (WFH) colleagues will comply with all policies, procedures, attendance guidelines, and work instructions.
* All work activities when working from home will follow the same polices and guidelines as if working onsite unless specifically directed by the Supervisor.
* All Customer Care Work from Home (WFH) colleagues will adhere to all local, state, and national requirements governing the practice of pharmacy including HIPAA requirements, SOPs and departmental guidelines.
* All departmental quality, productivity, and confidentiality standards must be adhered to in the Work from Home site.
* Failure to maintain quality, performance and/or attendance standards could result in a corrective action plan and/or other disciplinary action up to and including termination.
* It must be absolutely evident that Work from Home colleagues are working at all times during their normally scheduled work hours.
* Colleagues must adhere to and exemplify the company Purpose, Strategy and Values.
* Must be meeting all efficiency standards and receive a rating of “meet standards” or higher in the last performance evaluation unless approved by leadership.
* No corrective action within the last six months from date of occurrence unless approved by leadership.
* Successfully completed all training relevant to job function.
* Require minimal supervision for job role/position.
* Have good oral and written communication skills:
  + With the ability to communicate remotely in the Supervisor/Peer relationship.
  + With the ability to clearly communicate via software provided by the company with colleagues at all levels.
* Maintain child/family care arrangements that do not interfere with colleague working from home.
  + Dependent care performed during work hours is generally not permissible. Colleagues should discuss any concerns as to dependent care with their manager.
* Be willing to have technologically enhanced equipment on-site to monitor work production and the work environment should it become necessary to record and video where applicable.
* Be willing to submit to an initial and random follow-up home workspace inspections at the discretion of the company.
* Home inspections will be conducted by the Supervisor and/or another designated site leader.
* Be self-motivated, have good communication skills, excellent prioritization abilities, exhibit critical thinking skills and work completion skills.
* Be adaptable to change and have the ability to adhere to assigned work hours.
* Have excellent time management and organizational skills, as well as the ability to block out distractions.
* Have the ability to potentially lift up to 25 pounds.
* Be technically savvy:
* With the ability to communicate technical and/or system issues effectively in a timely manner to a designated contact.
* With the ability to independently set up their work computer at their home office.
* With the ability to troubleshoot basic technical/system challenges.
* With the ability to use NICE and Intradiem to schedule Holidays, OT, VTO and so forth.
* Be available for all onsite or virtual trainings and or meetings.
*  Upon resignation, termination, or withdrawal from Work from Home, the colleague must return all equipment and company assets immediately and through the transportation method outlined by the company (**Examples**: UPS, Fed Ex, etcetera).
* If a colleague requests to move (in state or out of state) or wants to change WFH designated location - 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.
* Once a colleague is working from home, the only option to return to the site is through acceptance of another job posting that is onsite unless approved by leadership.

**Work Space Criteria**

* Must have stable high speed internet/cable/DSL connectivity available, installed, and maintained in your work area.
* Must have an alternate form of communication to receive notifications when the system is down such as cell phone, laptop or land line.
* Must be able to provide a quiet uninterrupted work environment during work hours that is dedicated as a home office with a door (**Example:** No dogs barking, doorbells ringing, etc.).
* Must be able to protect confidential information as described by the privacy policies.
* Must have a workstation that is not accessible to visitors or other common traffic in the home during scheduled work time. Work area is secure from unintentional access.
* 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 (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.
* Must be willing to have technologically enhanced equipment onsite to monitor work production and the work environment, should it become necessary to record where applicable.
* Must not be equipped with a printer as printing is not permitted, with the exception of Supervisors with printing capabilities.
* Must be able to provide appropriate workstation which includes a desk / table and chair.
* CVS Health is not responsible for any construction costs associated with the WFH location or premises.

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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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