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

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**Description**: Outlines the essential requirements, qualifications, and expectations for external candidates seeking work-from-home Customer Care positions at CVS Health.

* Must have at least 3 (three) years of Customer Service or related experience.
* Must comply with all Policies, Procedures, Attendance Guidelines and Work Instructions during employment with CVS Health.
* Must have excellent time management and organizational skills (ability to block out distractions)
*  **For New Hire Colleagues, training and onboarding**: WFH location must be within a 75-mile radius of the nearest Customer Care center.  Exceptions require leadership review and approval and will be market specific and based on colleague performance.
* Must have good oral and written communications skills and the ability to communicate remotely, especially in the supervisor peer relationship.
* Must agree to a home inspection of the workspace.
* Must have the ability to clearly communicate via Instant Messaging at all levels.
* Must have the ability to independently set up CVS Health provided equipment used to perform assigned job functions at their home office and troubleshoot basic challenges (Technically Savvy) with the ability to lift up to 25 pounds.
* Must be adaptable to change and be able to adhere to assigned work hours.
* Must adhere to all local, state, and national requirements governing the practice of pharmacy including HIPAA requirements, SOPs and departmental guidelines during employment with CVS Health.
* Must be able to communicate technical or system issues effectively in a timely manner.
* Must be absolutely transparent that you are working during your normal scheduled hours.
* Must adhere to and exemplify the company’s Vision/Mission/Values.
* All work activities conducted from the WFH site must be conducted per the same policies and guidelines used in a facility unless directed otherwise by the supervisor.
* All departmental quality, productivity, and confidentiality standards must be adhered to in the WFH site.

**Note:** 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.

**Workspace Criteria**

* Must have stable high-speed internet/cable/fiber connectivity available, installed, and maintained in your work area. Satellite internet service is not permitted (this includes 5G internet like T-Mobile or mobile hotspots).
* WFH colleagues should have a minimum internet speed of 25 Mbps/3 Mbps (download/upload). Desktop device must be hard wired to the internet modem, and workspace should be located 7 to 10 feet from the residential modem.
* Must have a cell phone or land line to receive communications from your leadership team. **Example:** During inclement weather events.
* Must have a smart device to connect VPN through the VIP (Symantec) Token App.
* Must be able to provide a quiet uninterrupted work environment during work hours that is dedicated as a home office with a door. Workstation is not accessible to visitors or other common traffic in the home. **Example:** No dogs barking, doorbells ringing, etcetera.
* Dependent care or other personal matters should not disrupt colleagues during their assigned work schedule.
* Must be able to protect confidential information as described by the privacy policies. **Note:** Work area must be secure from unintentional access.
* 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.

**Note:** CVS Health is not responsible for any construction costs associated with the WFH location or premises.

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[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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