# Customer Care Work from Home (WFH) PBM Guidelines

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**Description**: Guidelines, expectations and processes for Customer Care colleagues who have been approved for an alternative, remote or work-at-home arrangement based on business needs and requirements.

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| Work from Home (WFH) Procedures |

The Customer Care Operations WFH guidelines and documents must be reviewed with every WFH colleague prior to deploying to a remote and work from home location. All participating colleagues will read and acknowledge receipt of the following documents. The following documents must be acknowledged, or completed, and maintained on file:

1. Acknowledge this document.
2. Read the [Broadband Internet Provision and Reimbursement Policy (DOC-066054)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-066054).
3. Complete the [Customer Care Work from Home (WFH) - Home Inspection Form](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100EF2977BFDCE70D45957AA7DBFA1A5CDB&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=0db05603-2c1b-426b-a89c-62129bc2e818&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHHomeInspectionFormsV3/AllItems.aspx?viewid=4add1fbf%2D3ceb%2D4897%2Daaf1%2Da1d44edc08f8&sw=auth&RootFolder=/sites/WFHForms/Lists/WFHHomeInspectionFormsV3&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5).
4. Complete the [Customer Care Work from Home (WFH) - Checklist and Deployment Agreement Form](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100C9581EA03FF3A64188262BF689DD452F&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=f07160ce-8cc4-4a68-b0c7-eee1308844ba&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4/AllItems.aspx?viewid=7dba9724%2D531e%2D4c9c%2D9905%2D6eb2c56764c5&RootFolder=/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5)
5. Discuss the E911 Device Registration with your Supervisor.

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| Licensure Requirements |

If the position requires state or national licensure, certification and/or registration, the colleague must have such a license, certification and/or registration, prior to joining the Work from Home team and prior to deploying to a remote and Work-from-home location.

* Colleagues must maintain relevant licensure(s), certification(s), and registration(s) during employment with the company.
* If at any time, a colleague does not maintain such required credentials, they are required to notify Human Resources and their supervisor immediately.
* Continuing to perform assigned job functions without the required credentials and without notifying HR and a Supervisor may result in disciplinary action, up to and including immediate termination of employment, and if applicable, criminal, or civil prosecution.

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| Confidentiality/HIPAA/Security |

All WFH colleagues, especially those in customer-facing job functions must adhere to [HIPAA (Health Insurance Portability and Accountability Act) Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) and [Protected Health Information (PHI) (004674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cacbaad6-b7e5-45ec-be42-1b9ff57cdc84) guidelines as well as to CVS Health Security and Confidentiality policies.

Colleagues will find additional Security and Confidentiality policies in the [Colleague Handbook (HR-049558)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=HR-049558) located in the Policy and Procedure portal. Upon login, it is listed in the document at the bottom of the first screen.

## Cell Phones & Personal Electronic Devices and the Company Web-camera

* During work time, colleagues should not use electronic devices that interferes with employee productivity and therefore generally is prohibited during work time, regardless of whether the equipment used is personally owned/leased or Company-provided.

**Example**: Cell phones, iPads. Personal calls, personal instant messaging, personal text messaging, tweeting, Internet use, or other personal use of electronic devices

* Certain positions and/or departments may allow personal electronic devices for authorized work-related use of certain applications during work hours.

**Examples**: VIP (Symantec) Token App and reporting an issue to leadership or calling IT Service Center.

* WFH colleagues may use their cell phones and electronic devices during their breaks and outside of working hours.
* Policy violations and security or privacy and confidentiality breaches may result in corrective action as well as immediate termination of employment.
  + A copy of [the Personal Use of Cell Phones and other Electronic Devices, Including Taking Photographs and Making Recordings (DOC-046974)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-046974) can be found on the Policy and Procedure Portal.
* Use of any CVS Health web camera technologies must be limited to business purposes only and at the direction of company expectations.

* All company provided equipment and materials, such as web-cameras, desktops, monitors, headsets, and laptops (this list is not all inclusive), are for work-related purposes only. Colleagues should use and care for company equipment in accordance with company policy and work-related requirements. Colleagues may not use company provided equipment for personal or private use. Inappropriate and general misuse of the web camera and all company provided equipment is prohibited and may be subject to investigation in partnership with management, IT, and the Colleague Relations/HR teams.
* Anyone under the age of 18 is prohibited from using company web cameras.

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| Work from Home Eligibility |

**Minimum Eligibility Requirements:**

* 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.
* WFH colleagues must have a secure, private room to adhere to [HIPAA (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) and [PHI (004674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cacbaad6-b7e5-45ec-be42-1b9ff57cdc84) guidelines.
  + The designated WFH environment must provide confidentiality to protect HIPAA and PHI.
  + Only one colleague is permitted to work in a private room and workspace.
  + The designated space must be free of distractions to ensure colleague performance and customer quality meets department standards and expectations.
* WFH colleagues should have a minimum Internet speed of 25mbps/3mbps (download/upload). Desktop device must be hard wired to the internet modem and workspace should be 7 to 10 feet from residential modem.
* Internet service must be either broadband or fiber (**Example**: Verizon Fios) and a Hardwired connection is required (**Example**: Ethernet connection); do not use a wireless connection. \*Satellite internet is not permitted (this includes 5G internet like T-Mobile or mobile hotspots).
* Broadband reimbursement is dependent upon several factors. Refer to the [Work-At-Home Broadband Reimbursement Policy (DOC-066054)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-066054).
* As needed, colleagues must cooperate with a scheduled, virtual, or onsite, workspace inspection.
* All colleagues must adhere to CVS policies and department performance expectations.
  + Colleagues must be available to attend staff meetings, trainings and other events as required by business need. This may also require travel to an assigned CVS site.
  + 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).
  + Capable of troubleshooting routine system and software problems, as well as working remotely with Desktop Support to resolve issues.

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| Scheduling, Attendance and Availability |

* Colleagues are expected to have regular, punctual attendance as part of assigned job duties. The [CVS Health Attendance Policy (DOC-051628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628) found in the Policy and Procedure Portal.
* WFH colleagues are required to follow a mutually agreed upon work schedule as determined by business volumes and requirements. This schedule will be subject to change, with or without advance notification by leadership and in accordance with business needs.
  + Work schedules and time-worked will be measured through system technology. Any deviation or changes to work schedules must be approved and acknowledged by leadership.
* Colleagues must track and document the time worked through the department Time & Attendance tracking system.
  + **Under no circumstances are colleagues permitted to work off-the-clock.**
  + Overtime may be required and must be approved by the leadership.
  + Falsifying time-worked/recorded or improperly tampering with any timekeeping device or program may result in corrective action up to and including immediate termination of employment. Refer to the [Code of Conduct (CCIG-0051)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CCIG-0051) and [Colleague Handbook (HR-049558)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=HR-049558) located in the Policy and Procedure Portal.
* Colleagues must regularly access approved communication tools, (**Examples**: Company issued phone, email or MS Teams) during working hours.
* Colleagues must maintain current personal and emergency contact information in Colleague Zone. This includes current mailing address, business phone numbers, home phone number, cell phone number, personal email address and company issued email address.
* Travel and on-site attendance at company sponsored events may be mandatory as needed. Refer to [Travel Time Pay Policy (DOC-075970)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-075970) for more information.
* In the event any CVS Health site is closed due to technical or natural events, it is expected that the WFH colleague will continue to work as normal unless otherwise directed by their supervisor.
* When the WFH colleague is precluded from performing their assigned job duties for any reason, it is their responsibility to inform their assigned supervisor or manager immediately (examples include but are not limited to power outages, inclement weather and technology issues, etcetera).
  + Management will determine an appropriate course of action if a colleague is precluded from performing their job duties.
    - **Downtime**: In the event of downtime due to lost power, system outage, weather or line problems with internet, or other unforeseen technical difficulty, the colleague may be requested to report to a CVS Health site for work as determined by business needs. If the colleague does not have a designated site to report to, the colleague will notify management to discuss options.
    - **Paid or Unpaid Options**: Colleagues may use myTime, floating holiday or unpaid time (or any combination of the three) provided these elections are submitted and approved in advance per company and department expectations.
    - **Schedule Flex Options**: Ability to work hours at another time in the same work week, in the event of a system outage or other need. This will allow for maximum opportunity to make-up time within the pay period.  Follow your designated site process to submit for prior approval of your flex time.
      * Flex time is not available outside hours of operation.
      * Flex time requires supervisor approval at all times and must be scheduled by Resource Planning (RP).
      * Refer to [Customer Care Work From Home (WFH) - System Issue and Paid time - FAQs (110311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=625f482d-e2e7-42ad-9d99-06b2a2e74855) located in theSource on additional Information for System Issues and Paid Time for a WFH colleague.
* **Time spent waiting for installations/deliveries for currently employed Non-Exempt Colleagues only**:

When it is necessary for a WFH colleague to wait in their residence for installation and deliveries of work-related equipment (**Example:** Broadband, telephone, etcetera), time spent setting up equipment is considered time worked and must be recorded in the Time and Attendance System**.**

Colleagues are required to obtain advance approval for the time they will be required to wait for installations or deliveries. Failure to do so may result in disciplinary action, up to and including termination of employment.

* + Depending on resources and shifting business needs, installations may be completed by a WFH colleague.
  + All necessary internet and/or phone lines must be installed and activated prior to WFH deployment.
    - Use of **Leave/Paid time-off**: Time-off requests must be submitted in advance in accordance with Paid-Time-Off (PTO) protocols and guidelines. Approval of PTO is dependent upon evolving business needs. Review the CVS Health [myTime Policy (DOC-011412)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-011412) for information about eligibility, accrual, and usage.
    - If the colleague is sick while working at home, the current [CVS Health Attendance Policy (DOC-051628)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628) applies. Colleagues are encouraged to open a Leave of absence (LOA) request if they expect medical leave longer than three business days. For more information about Leave options, contact myLeave located in Colleague Zone, to be directed to the Leave of Absence team. The HR Service Center phone number is **1-888-694-7287.**
    - **Non-exempt roles such as Customer Service Representatives require absences to be reported to the Attendance Line.** Colleagues should review department protocols with your supervisor.
  + If a WFH colleague expects internet, power, weather, or system disruption they should contact their supervisor immediately to discuss options.
    - If it is determined that the disruption could be longer than two hours, the leader and colleague will verbally discuss options and arrangements.
    - If the disruption or system issues occurs longer than 3 business days, the colleague may file for Personal Leave of Absence.

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| Performance and Evaluation |

* Colleagues, despite their location, are expected to meet company and department performance standards. Failure to maintain performance standards as outlined by management could result in corrective action up to and including termination of employment.
* The company will be responsible for ensuring that the Work from Home colleague receives training. Training may be virtual, instructor-led and/or require them to participate onsite.
* All work activities from the Work from Home location must be conducted per the same policies and guidelines used by the company unless dictated otherwise by the supervisor or the company.
* Colleagues are responsible for maintaining sustained performance and behaviors that are aligned to CVS Health’s culture and values, policies, department, and team requirements.
* The performance of all colleagues will be monitored through multiple technical applications with or without notice, including but not limited to computer files, documents, and phone lines during the organization’s regular business hours.
* Colleagues will participate and undergo standard, company sponsored annual performance reviews.

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| Work from Home “Office” Standards |

* WFH colleagues are expected to practice good judgement and integrity when identifying and maintaining a WFH office or workstation.
* All WFH colleagues are required to agree to home inspections. A member of management may perform the initial inspection and may perform periodic Work Site Location inspections during scheduled hours or at another mutually agreeable time. Inspections ensure workspaces meet the company’s standards for privacy, security, and safety.
* WFH offices or workstations must be professional, clean, and secure from the general public with no distractions. It must be used exclusively for CVS Health business during working hours.
  + Work from Home colleagues are required to maintain a safe work environment. For example, the environment must have surge protectors, cords secured away from areas where people walk, electrical outlets in good condition and not overloaded, fans on computers and other heat-producing equipment are free from dust and blockages.
* Smoking, drinking alcohol and being under the influence is prohibited in the Work from Home location during scheduled work hours. The CVS Health [Alcohol and Drug Policy (HROTHR-0020)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=HROTHR-0020) can be found searching document: HROTHR-0020.
* The company does not reimburse for or provide any of the following: Furniture, construction, renovations, heating/air conditioning, lighting, or electricity or related expenses. The colleague is responsible for an appropriate workstation which includes a desk/table and chair.
  + Colleagues with a Reasonable Accommodation (RA) request should contact myLeave located in the Colleague Zone to be directed to the RA team for further assistance.
* Dependent care or other personal matters should not disrupt colleagues during their assigned work schedule. Colleagues are expected to use their time-off options, with supervisor approval, when their assigned shift is impacted. WFH Colleagues are expected to maintain good judgement when balancing their work-life obligations from their remote locations.
* While working on an assigned schedule for CVS Health, WFH colleagues may not conduct other, non-CVS Health work activities for external organizations or for their self-employment.
  + Colleagues may not solicit external goods or services of any kind for any reason unless approved by CVS Health.
* WFH colleagues must follow the standard policy regarding securing and disposing of confidential information.

**Requests to Move and Change remote Designated Location**

* WFH colleagues must submit for approval to move their WFH workstation/office location. This includes relocation to a different city or state, as well as moving a workstation to a different room.

**Note**: Relocation Intake Form is **not** for room-to-room moves, work with your Supervisor/Leader for these requests.

**In-State or Out-of-State physical address moves**

* Colleagues must notify their supervisor in writing 30 days prior to their move date and will use the **CCR Relocation Intake Form:** [Caremark Member Operations Work from Home Relocation Request](https://forms.office.com/pages/responsepage.aspx?id=uGG7-v46dU65NKR_eCuM18OqKFUnA-NLij7oHX6C-cJUNlRXNVYzU1BBNVFHVjExR0ZZUlFKWFZXNi4u&origin=lprLink&route=shorturl) to submit the request.
  + Exceptions require leadership review and approval and will be market specific and based on colleague performance.

For **In-State Relocation**:

* + The new space/location must meet the WFH Workspace Requirements (**Example:** Secure Space + Internet Speed, etc.)
  + If a colleague must move their WFH location at any time, they must notify their supervisor in writing 30 days prior to their move date.
  + Colleague would remain with existing leader unless extreme circumstance dictates a change.
  + The company will review the request and provide a response based on business needs.
    - Colleagues may not relocate the WFH worksite without pre-approval of Supervisor/Manager.
    - The company reserves the right to deny the movement of a WFH location based on business needs. After the move, another home inspection may be required.

For**Out-of-State Relocation:**

* All the “**In-State relocation”** criteria must be met.
* Director approval w/HR Business Partners (HRBP) guidance.
  + Director partners with RP to confirm business impact (**Example:** Client state requirements)
  + HRBP confirms any state considerations.

**Inclement Weather/Internet Outages**

* If weather or other system outages impact WFH colleagues’ ability to work and perform their job duties, they should contact their supervisor immediately. CVS Health and its leadership will assess the impact case by case should weather or outages disrupt business, operations, work duties and colleague schedules.
* Colleagues are required to update their personal and emergency contact information in myHR, in order to receive critical, ERR and business sustainability alerts via phone, text and email.
* Colleagues should contact their leaders and HR Business Partner with questions related to displacement or pay because of severe weather or outages.

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| Equipment and Maintenance |

* The company will provide appropriate hardware and software when joining the Work from Home team. This includes Desktop device, dual monitors, keyboard, mouse, and phone (if applicable). The company will be responsible for any and all regular and routine maintenance of the assigned hardware and software.
* Each WFH colleague will sign an equipment agreement at the time the equipment is issued.
* All colleagues are expected to take reasonable precautions and to maintain the cleanliness of their equipment to protect all resources. This may include, but is not limited to, protecting equipment from weather, food, beverages, and insects and rodents, for example (this list is not all inclusive).
* When there is a failure of computer hardware, software, or phones, the colleague is responsible for coordinating assistance through the IT Service Center by opening a ticket in a timely manner. The colleague is also required to notify their supervisor immediately.
  + As a Best practice, WFH colleagues should identify themselves as Work from Home colleagues when contacting the IT Service Center.
* Wireless headsets are prohibited unless approved by leadership/HR.
* 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). The WFH colleague will be responsible for any unreturned or damaged equipment. Colleagues may be required to return to the office to work out the remainder of the notice period based on business need.
* Performance of the equipment will be monitored via various organizational technical applications with or without notice, including but not limited to: Computer files, documents, and phone lines during the organization’s regular business hours.

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| Accidents and Injuries |

Injuries sustained by WFH colleagues during scheduled hours and in conjunction with their regular work duties should refer to the company’s Worker’s Compensation policy as referenced in the colleague Handbook.

* Work from Home colleagues are responsible for notifying their supervisor and Human Resources immediately of such injuries in accordance with Company procedures. The company is not responsible for any injuries sustained by non-colleagues in the Work from Home locations.

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| Compensation and Tax Implications |

* WFH colleagues must live and work in states approved by CVS Health.
* Colleagues will participate and be evaluated in the company’s annual performance and compensation planning process and any other compensation programs as determined by management and HR. For more information, contact your immediate supervisor or HR Business Partner.
* WFH colleagues’ city and state of residence and work must match for tax purposes as well.
  + It will be the WFH colleague’s responsibility to determine any income tax implications of maintaining a Work from Home location. The company will not provide tax guidance, nor will the company assume any additional tax liabilities on a Work from Home colleagues’ behalf. WFH colleagues are encouraged to consult with a qualified tax professional to discuss these implications.
* Travel Time Pay Policy
  + All non-exempt (hourly paid) **WFH colleagues** in the Caremark Member Operations business unit are eligible for travel time pay for all time spent traveling to and from physical site locations as well as any other business-related travel needs.
  + Non-exempt (hourly paid) colleagues that **report to site on a daily or frequent basis** and are not primarily WFH are **not** eligible for travel pay time as this travel time is considered part of a normal commute.
  + Colleagues can find additional information about the travel policy in the Policy and Procedure portal under:

* + - [Travel Time Pay Policy (DOC-075970)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-075970" \t "_blank)
    - [CVS Health Travel and Expense Reporting Policy (CTRL-0002)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CTRL-0002" \t "_blank)

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| Participation Terms and Conditions |

Joining the Work from Home team is not intended to create, nor does it constitute a contract for employment or guarantee of continued employment. Work from Home is not a colleague’s right or benefit.

This agreement is not a contract for employment or guarantee of continued employment. If the colleague transfers or is promoted to another position, this remote work arrangement will be subject to automatic review. Work from Home colleagues are required to adhere to all company policies, expectations, and procedures, the same as those colleagues performing the same functions at a company designated site.

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| Heartbeat, myHR and HR InfoHUB |

Colleagues can visit and leverage company intranet, Heartbeat to learn more about CVS Health news, company events, information, and updates.

Colleague self-serve resources are available through Colleague Zone.

**Examples**: Colleagues can view payroll calendars, direct deposit instructions, medical and other optional company benefits, and Leave of Absence laws by state located in Colleague Zone.

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| Related Documents |

**Abbreviations/Definitions Index:** [CVS Caremark (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) or [CarelonRx (019003)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4d4bedc3-6ab8-46ce-8b90-f0b7bdabc984)

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