# Disconnected, Dropped, No Caller (Ghost Calls), Spam, Automated, and Looping Calls

[Caller Disconnected Intentionally During the Call](#_Toc197426007)

[Handling Disconnected Calls (Including During Transfer) – Five9 Users](#_Toc197426008)

[Dropped Calls – Five9 Users](#_Toc197426009)

[Initiating an Outbound Call for Disconnected or Dropped Calls for Compass Users](#_Toc197426010)

[Handling No Caller on the Line / ”Ghost” Calls / Dial Tones](#_Toc197426011)

[Caller Steps Away from the Phone or Needs to Disconnect](#_Toc197426012)

[Caller Has Not Disconnected at End of Call](#_Toc197426013)

[Spam, Automated, and Looping Calls](#_Toc197426014)

[Resolution Time](#_Toc197426015)

[Vendor: Reporting Phone Problems](#_Toc197426016)

[Related Documents](#_Toc197426017)

**Description:** Guidance for when a call has been disconnected or the line has been dropped. It also provides instructions for when no caller is on the line, or “ghost” calls, or for when the caller walks away from the phone or does not disconnect at the end of a call and procedures for Vendors on how to report phone problems.

**Note:** For Five9 Audio issues, refer to [Five9 CCaaS Troubleshooting Guide (052267)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49b28887-b0f7-4992-9a55-040a4a86d9ee).

|  |
| --- |
| Caller Disconnected Intentionally During the Call |

If the call was disconnected intentionally:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Close Case.  The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information. **MED D:** If caller is dissatisfied, a grievance must be submitted (unless a grievance has already been submitted). |

[Top of the Document](#_top)

|  |
| --- |
| Handling Disconnected Calls (Including During Transfer) – Five9 Users |

A “Disconnected Call” is when a call is cut off, lost because the caller or the CCR has released the line, or disconnected during transfer.

After a disconnected call, perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Proceed depending on whether or not you have the caller’s phone number. | |
| **If you…** | **Then…** |
| Do NOT have the caller’s phone number | Close Case.  **Note:** The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.  **Medicare D Only:**   * If enough information to support filing a Grievance was gathered, the CCR should file the grievance. * If enough information to support initiating a Coverage Determination was gathered, the CCR should initiate the CD. |
| Have the caller’s phone number | 1. Refer to [Initiating an Outbound Call for Disconnected or Dropped Calls for Compass Users](#_Initiating_an_Outbound).   **Note:** The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.   1. Message your Supervisor in Teams with your time details. |

[Top of the Document](#_top)

|  |
| --- |
| Dropped Calls – Five9 Users |

A “Dropped Call” is when a call drops in the middle of conversation, and it may be due to phone problems (such as static in line, unable to hear caller, caller unable to hear agent).

After a dropped call, perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Proceed depending on whether or not you have the caller’s phone number. | |
| **If you…** | **Then…** |
| Do NOT have the caller’s phone number | Close Case.  **Note:** The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.   * If the call was dropped due to phone problems, proceed to Step 2.   **Medicare D Only:**   * If enough information to support filing a Grievance was gathered, the CCR should file the grievance. * If enough information to support initiating a Coverage Determination (CD) was gathered, the CCR should initiate the CD. |
| Have the caller’s phone number | 1. Refer to the [Initiating an Outbound Call for Disconnected or Dropped Calls for Compass Users](#_Initiating_an_Outbound) section below.   **Note:** The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.   1. Message your Supervisor in Teams with your time details.  * If the call was dropped due to phone problems, proceed to Step 2. |
| **2** | Notify your Supervisor of the issue so that they can follow up with IT as needed. | |

[Top of the Document](#_top)

|  |
| --- |
| Initiating an Outbound Call for Disconnected or Dropped Calls for Compass Users |

This section describes how to call the member back from an open Interaction case if the call was Disconnected or Dropped during an Inbound Interaction case.

**Note:** If the agent has a call on hold, this functionality will not be available.

​

Cresta notes will be available only for the first outbound call made. For any additional outbound calls made, agents will be required to manually enter notes. ​

If the call was Disconnected or Dropped during an inbound call open Interaction case, perform the following steps to make a callback:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | After the call is disconnected or dropped, if the caller’s phone number is available for callback, go into **Wrk - Outbound Call** and make one outbound call attempt. | |
| **2** | From the open Interaction case, In Five9, click **New Call** and enter the phone number of the disconnected party and click **Dial**.  **Result:**  Party’s Information screen displays. | |
| **3** | a. In the **Member** dropdown select the member account that is being called back.   * If **Other** is selected in Member dropdown, it will initiate a new member search screen. * If **Other** was selected by mistake, click the **Member** dropdown and select the Member name for whom the outbound call was made.     **Reason for Outbound Call**, the following options display:   * Survey Follow-Up * Callback Task * Outbound Call Campaign * Member Follow-Up * Other   b. Select **Other** for a Disconnected or Dropped Call.  c. In the **Other Reason** field that populates, input what is the reason for the call back and type Disconnected Call or Dropped Call.  In the **Who are you calling field**, the following options displays:   * Member/Self (Default) * Family Member/Third Party * Retail Pharmacy * Provider/Prescriber * Other   d. Make the applicable selection. | |
| **If the member…** | **Then…** |
| Answers | Hello, this is <your name> calling from <LOB Name>. May I speak with <caller name>?  Complete the **Answering Party’s Name** field with the name of who answered the outbound call and click **Next**.  **Result:** Authentication Information screens displays.  Proceed to Step 4. |
| Does not answer | The **Member**, **Reason for Outbound Call, Who are you calling** dropdowns need to be completed before Cancel Authentication can be selected.   1. Click **Cancel Authentication**. 2. Choose the **Reason for Canceling** from the dropdown in the pop-up that displays and then click **Cancel Authentication**.     **Result:** The member’s case automatically closes. |
| **4** | a. Confirm with the answering party one authenticator from each Category and click the check box next to the authenticator.   * Authentication tokens will be populated based on the relationship to member selected. * If the member’s name was verified/confirmed during the greeting, this Category 2 can be selected without repeating the authenticator to the answering party.     b. Read the following to the answering party:   I need to let you know that this call is being recorded or monitored for quality purposes.  c. Click the checkbox for **“I have advised the answering party of the above information”**.  d. Click Previous to return to the Answering Party’s Information screen.  e. Click **Cancel Authentication** and make appropriate selection from the displayed pop up to close the outbound call flow.  f. Click **Continue** once illuminated to enter the member’s open Interaction case. | |

[Top of the Document](#_top)

|  |
| --- |
| Handling No Caller on the Line / ”Ghost” Calls / Dial Tones |

At times, it may seem as if there is no caller on the line when answering a phone call. A “Ghost Call” is when a call comes in with a display readout but there is dead air/no sound. This may be due to:

* Technical reasons, such as a delay in connecting the caller to the CCR, or the caller did drop off the line but for whatever reason the call was still connected to the CCR.
* Caller placed the phone down, or answered another line, while waiting in queue.

When it seems that there is no caller on the line, perform the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Answer the call. | |
| **If…** | **Then…** |
| A dial tone but no one seems to be on the line, or  No dial tone | Proceed to the next step. |
| A fax tone lasting more than 15 seconds | Skip to Step 4. |
| Hold music is playing upon answering the call | Wait **two** minutes. If the caller does not come on the line, proceed to Step 4. |
| **2** | Repeat your call opening three times with pauses in between each greeting. This should occur over a period of at least 60 seconds. | |
| **If there is…** | **Then…** |
| A response from the caller | Proceed with the call per [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). |
| Still no response from the caller | Proceed to the next step. |
| **3** | I'm sorry but I cannot hear a response. There may be an issue with the phone line. Please hang up and try calling back. Due to no response, I am disconnecting the call. | |
| **4** | Disconnect the line.  **Notes:**   * If CTI information is displayed, click **Cancel Authentication** button, then choose your reason for cancelling. **Do not access the profile.** * You do NOT need to submit the Phone Problems form or report ghost calls to the IT Service Center. | |

[Top of the Document](#_top)

|  |
| --- |
| Caller Steps Away from the Phone or Needs to Disconnect |

During the course of a phone call, the caller may step away from the phone or need to disconnect. This might be to gather information necessary to proceed with the call, or due to an interruption.

Refer to the following scenarios to determine when it is appropriate to disconnect or remain on the line:

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| Caller steps away from phone to obtain information necessary to proceed with the call (prescription information, credit card) | 1. Wait 2 minutes, then state the following **once**:   I am unable to hear you and I will disconnect the call.     1. Wait for a response.    * If the caller responds, continue with the call.    * If the caller does not respond:   Due to no response, I am disconnecting the call.  The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.  **Notes:** A caller should only be asked to leave the phone to obtain information if it is critical to handling the call. For example, the caller does not need to step away to find their ID card to verify their member ID if they can provide other primary authenticators for the call.   * Ask the caller if they have the information readily available. (**Example:** Bottles are in the drawer in kitchen vs. out in their car). * If it might take a while to return to the phone, suggest they call back at their convenience when they have all the necessary information. |
| Caller steps away due to an interruption (such as answering doorbell) or for no apparent reason | 1. Wait 2 minutes, then state the following **once**:   I am unable to hear you and I will disconnect the call.   1. Wait for a response.    * If the caller responds, continue with the call.    * If the caller does not respond:   Due to no response, I am disconnecting the call.  The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information. |
| Caller needs to disconnect while you are researching, on hold with another department, or speaking with another department.  **Reminder:** Account changes or fulfillment requests should only be completed with the fully authenticated caller on the line or when directed by leadership. | 1. Obtain the caller’s phone number where they can be contacted once you complete the research. 2. After completing the necessary research, go into WRK – Outbound Call. 3. Make one outbound call attempt to the caller per [Compass - Outbound Guided Caller Authentication (066775)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a386ced-5dc4-4139-a0b3-9ceffb2431c9) process. 4. Close Case.   **Note:** The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information.   1. Message your Supervisor in Teams with your WRK – Outbound Call time details. |

[Top of the Document](#_top)

|  |
| --- |
| Caller Has Not Disconnected at End of Call |

At times, callers may not disconnect the phone at the end of the call.

Refer to the table below for appropriate handling:

|  |  |
| --- | --- |
| **Scenario** | **Action** |
| The call has ended, and the caller did not disconnect.  **Note:** If the caller needs assistance releasing the call (such as phone troubles or driving) you may release the call. | 1. Attempt to get the attention of the caller and advise them the call is still connected. Attempt a total of 3 times and wait 10 seconds between each attempt.  * If the caller has not responded by the third attempt:  Due to no response, I am disconnecting the call.   The call summary notes will be provided via Cresta. Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information. |

[Top of the Document](#_top)

|  |
| --- |
| Spam, Automated, and Looping Calls |

 Spam, automated, and Looping calls **CANNOT** be serviced.

If you suspect a spam, automated, and/or looping call, make every attempt to determine if the call is authentic. If a spam, automated, and/or looping call is received, do **not** service the call. Refer to [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd), [Universal Care – Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f), and the [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

**Note:** If you believe you are speaking to Artificial Intelligence (AI) and not a “live” person, you may also refer to: [Incoming Artificial Intelligence (AI) Calls to Customer Care (Automated or Computer Calls) (059690)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb0302e9-28d0-4455-b6eb-26c603fbaa3c).

Perform the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Ask probing questions if you suspect a spam, automated, and/or looping call.  **Examples:**  Which medication were you calling about today?  What was the strength of that medication please? |
| **2** | Make a final attempt to determine if the call is authentic by asking additional probing questions if you still suspect a spam, automated, and/or looping call.  **Note:** Some sophisticated automated/spam calls may attempt to “change the subject” and ask about something else. In this case, reassure you can help, but you need the information first.  I am happy to help, but first, I do need to confirm the medication details.  I can definitely help. Can you first confirm the date of the payment/shipment? |
| **3** | * When you have identified a spam, automated, and/or looping call:  I believe this may be a pre-recorded call. If you do need assistance, please call back. * Then, disconnect the call, click **Cancel Authentication**, and choose your reason for cancelling. **Do not access the profile.** * Notify your supervisor of the likely spam, automated, and/or looping call. |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

Immediately

[Top of the Document](#_top)

|  |
| --- |
| Vendor: Reporting Phone Problems |

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Notify your supervisor then perform the following based on the issue at hand.  **Note:** Call summary notes will be provided via Cresta.Refer to [Cresta Functionality and Processes (067901)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f28dbdf4-4355-45be-95c4-6bda1c08a521) for more information. | |
| **If…** | **Then…** |
| Reporting Phone Problems | Copy, paste, and complete the following in notes:   * Agent Site: * Agent Name: * Problem Date: * Problem Time: * Display Info on Incoming Call: * Phone number or location of caller: * Description of problem: |
| Disconnected Call / Callback Request | Copy, paste, and complete the following in notes:   * Member ID: * Member Name: * Phone Number(s) on file: * Comments: * Agent Name: * Agent Supervisor: * Date: * Time:   **Note:** Ensure you have documented the member’s profile. |
|  |  |  |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

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

**Abbreviations / Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**