# PeopleSafe - Different Client Codes (Multiple Cardholder)

[Process](#_Toc161653503)

[Resolution Time](#_Toc161653504)

[Related Documents](#_Toc161653505)

**Description:** Instructions when a member displays in our system under multiple clients, but they are unable to use RxRequest or the member portal.

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| Process |

Perform the following steps:” Table:

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| **Step** | **Action** |
| **1** | Access PeopleSafe and locate the member's account using appropriate ID number.  **Result:**  Message Box displays stating Multiple Cardholders Found. |
| **2** | Confirm with the member the name of the client under which their benefits are administered. |
| **3** | Highlight the correct file, click the **SELECT** button and assist member using appropriate procedure based on their request. |
| **4** | Create the following RM task to term at customer level and then record under incorrect client code(s):   * **Task Category:**  Eligibility * **Task Type:** Multiple Cardholders – Different Client Cd/ID# * **Deactivate field,** choose: **Term client code** * **Notes:** Indicate to term the <enter client code> so the member can access the self-service options. |
| **5** | Offer the member a callback once the request has been processed.   * If member says yes, follow the procedure for [Participant (Member) Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf). * If member declines the callback, advise them that they can call us 24 hours a day, 7 days a week to check the status. |

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| Resolution Time |

Up to Five Business Days

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| Related Documents |

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

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

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

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