# PeopleSafe - Transmission of Customer Care Fraud, Waste and Abuse

[High Level Process](#_Toc170897959)

[Process - CCR](#_Toc170897960)

[Related Documents](#_Toc170897961)

**Description:** Overview and guidelines to Customer Care personnel for sending allegations of potential fraud, waste and abuse to the designated Fraud Waste and Abuse (FWA) program. COMPLIANCE IS MANDATORY!

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| High Level Process | |
| 1. [**Determine**](#ProcessStep1) **if the issue may be due to a billing or processing error.**  * If billing or process error, contact the pharmacy and verify the beneficiary information and if applicable have them reverse and reprocess the claim. * If unable to find billing or process error, proceed to next step. | **Reminder:** The FWA department would rather receive issues which are not FWA than letting a true FWA issue pass by without investigation.   * FWA issues SHOULD NOT be sent to CVS Caremark Security. |
| 1. [**Address**](#ProcessStep2) **beneficiary’s issue per current policies and procedures.** | DO NOT indicate to the beneficiary that Fraud, Waste or Abuse is suspected. |
| 1. [**Determine**](#ProcessStep3) **the client specific process for Fraud, Waste or Abuse.**  * Currently there are 6 Clients enrolled:   + BCBST   + Natl Railroad (Amtrak)   + Charter Communications   + UMWA   + GEHA   + Warrior Met Coal (WMC)   + CountyCare   + 1199 SEIU | |
| 1. [**Transfer**](#ProcessStep6) **the call to the Senior Team.** |  |

[Top of the Document](#_top)

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| Process - CCR |

Follow the steps below:

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| **Step** | **Action** | | | | |
| **1** | Determine if the issue may be due to a billing or processing error.  **Note:** The pharmacy may have accidently submitted the claim to the wrong beneficiary. Many billing errors occur when two beneficiaries share a name and date of birth. You should first check the Claim Details page and validate all beneficiary and pharmacy information. For example, is the pharmacy in a different state than the member | | | | |
| **If you…** | | **Then…** | | |
| Find a billing or processing error that may have been caused by the pharmacy | | Contact the pharmacy and verify the beneficiary’s information, including:   * Name * Date of Birth * Address * Past pharmacies (name, address) * Prescription name, strength, supply   If the pharmacy made a billing or processing error, have them reverse and reprocess the claim to correctly bill the appropriate beneficiary.  **Note:** The pharmacy may accidently have submitted the claim to the wrong beneficiary. | | |
| **If the pharmacy…** | | **Then…** |
| Agrees to reverse and reprocess the claim | | * Advise the beneficiary the claim is reversed and no longer showing under their paid claim history. * Document all actions taken in PeopleSafe. |
| Does **not** agree to reverse and reprocess the claim | | * Proceed to Step 2. |
| Cannot find a billing or processing error | | Proceed to Step 2.  [Return to High Level Process](#_High_Level_Process) | | |
| **2** | Address the beneficiary’s issue as per current policies and procedures.  **DO NOT** indicate to the beneficiary that Fraud, Waste or Abuse is suspected.  [Return to High Level Process](#_High_Level_Process) | | | | |
| **3** | Determine the client specific process for FWA: | | | | |
| **If…** | | | **Then…** | |
| One of the following clients:   * BCBST * Natl Railroad (Amtrak) * Charter Communications * UMWA * GEHA * Warrior Met Coal (WMC) * CountyCare * 1199 SEIU | | | Proceed to step 4. | |
| Any other client | | | Review [Reporting Alleged Fraud CCR (007636)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c7d99a52-ae23-4ff8-a5ea-0bd3d2760015).  [Return to High Level Process](#_High_Level_Process) | |
| **4** | Briefly explain to the caller that you are going to transfer them to another representative who can assist.  I’m going to transfer you to a Senior Team Representative who will be able to assist you further. | | | | |
| **5** | Ask if there are any other benefit questions: | | | | |
| **If…** | **Then…** | | | |
| Yes | Address any benefit issues then proceed to next step. | | | |
| No | Proceed to the next step. | | | |
| **6** | Transfer to the Senior team and provide all details of the Potential FWA issue to the Senior CCR for submission. Refer to [When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).  [Return to High Level Process](#_High_Level_Process) | | | | |

[Top of the Document](#_top)

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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)

[Reporting Alleged Fraud CCR (007636)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c7d99a52-ae23-4ff8-a5ea-0bd3d2760015)

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

**Parent SOP:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049), [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011), [CORSEC-0013 Corporate Security-Corporate Investigations](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CORSEC-0013)

[Top of the Document](#_top)

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