# Compass - Reporting Alleged Fraud CCR

[Reminders](#_Toc192060255)

[Process](#_Toc192060256)

[Related Documents](#_Toc192060257)

**Description:** Used to resolve possible fraud cases where member accounts may have been charged due to fraud or other errors.

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| Reminders |

Fraud could be committed by anyone such as the member, family member, friend, plan sponsor, provider, or other individuals.

Icon - Important Information Calls alleging fraud or questionable practices should be taken seriously.

If member or other party received PHI for someone other than themselves or an authorized party, refer to the [HIPAA Disclosure Reporting and Complaints (027852)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1).

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| Process |

Perform the following:

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| **Step** | **Action** | |
| **1** | * Determine the nature of the call (what the call is about). * Obtain and document the following information in Compass pertaining to the allegation:   + Who, What, Where, When, and How?   + Name of person calling and identify if they are a member, non-member, pharmacy, doctor, law enforcement, etc.   + Daytime telephone contact number (work, home, and/or cell)   + Plan member's ID number, or Pharmacy NPI/NCPDP, or Doctor NPI#, or Law Enforcement organization | |
| **2** | Select one of the applicable scenarios below when a call is received to report that the caller is/has:   * [Automated Call](#AutomatedCall) * [Call from a person](#CallFromAPerson) * [Claims posted on the member’s profile that do not belong to them](#ClaimsPostedOnProfileDontBelong) * [Reporting alleged fraudulent activities by our CVS Health colleagues](#ReportingAllegedFraudByColleague) * [Reporting alleged fraud that does not fit into any other category](#ReportingThatDoesNotFit) | |
| **If…** | **Then…** |
| Automated Call | 1. Ask the member if they have the number that displayed on their phone. Refer to [Outbound Phone Numbers Displaying on Caller ID (042944)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=f9fd8f60-2089-4362-824c-7b410d12744a).  * If **yes**, first search phone number provided by either searching phone number in theSource or utilize [Outbound Phone Numbers Displaying on Caller ID (042944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9fd8f60-2089-4362-824c-7b410d12744a). * If **no** success in the Source, then ask permission to call the phone number provided by the member.   + If call is answered as Our Mail Order pharmacy or one of its subsidiaries; then notify the member. Close the call following normal procedures.   + If call is answered by anything other than our Mail Order pharmacy or its subsidiaries, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9). * If **no**, validate CMP Messaging options if the person calling has an account with us. Refer to [Compass - Calling Issues Messaging Platform or Automated Outbound Calls and Do Not Call (057529)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=3cfa0107-6faa-42eb-b203-c32ab42a4d96).  1. If not resolved at this point, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).   **Result:** Senior Team accepts the call and continues with research and resolution for the member.  **Note:** CCR can always suggest that if member does not trust the number on their caller ID not to answer the call, and they can call the number on back of their ID to get to Customer Care directly to confirm a contact was made or have the CCR dial the number. |
| Call from a person | 1. Ask the member if they have the number that displayed on their phone. Refer to [Outbound Phone Numbers Displaying on Caller ID (042944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9fd8f60-2089-4362-824c-7b410d12744a).  * If the phone number is listed in the hyperlinked document from step “a” above, notify the member and close the call following normal procedures. * If the phone number is not listed in the hyperlinked document from step “a” above, ask permission to call the phone number provided by the member.   + If call is answered our Mail Order pharmacy or one of its subsidiaries; then notify the member and close the call following normal procedures.   + If call is answered by anything other than our Mail Order pharmacy or its subsidiaries, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).  1. Validate the **Messaging Platform** options if the person calling has an account with us. Refer to [Compass - Calling Issues Messaging Platform or Automated Outbound Calls and Do Not Call (057529)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3cfa0107-6faa-42eb-b203-c32ab42a4d96), [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6), or [Messaging Platform Alerts (110103)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3dcf7c9-3cc9-4864-b6c1-165416474fa1). 2. If not resolved at this point, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9).   **Result:** Senior Team accepts call and continues with research and resolution for the member. |
| Claims posted on the member’s profile that do not belong to them  **Note:**  A pharmacy, or pharmacies, may have accidently submitted claims for their patient under insurance coverage belonging to someone else. This situation is a billing error.  Many billing errors occur when two people have the same/similar name and date of birth.  **Example:** A billing error may have occurred if the pharmacy who submitted the claim(s) in question is in a different state than the member. | 1. Locate the member’s account in Compass. Refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114). 2. From the claims landing page, locate the claim in question and click on the **Pharmacy Name** hyperlink. 3. Review information.  * If the member does not recognize the name and location of the pharmacy that posted the claim against their account, then review the account information based on the statement made by caller. Contact the pharmacy that has processed claims and ask if claims can be reversed.   + If the pharmacy cannot or will not reverse claims, contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance. * If the member recognizes the name and location of the pharmacy where the claim was posted against their account, continue to ask probing questions about why they feel that there is a billing error.   + If able to resolve, close the call following normal procedures.   + If unable to resolve, call the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance.   **Note:** Keep the member on the line and talk through the research activity.  Icon - Important Information Do not place on hold while performing research. |
| Reporting alleged fraudulent activities by our CVS Health colleagues  Colleagues includes:   * CVS Health * CVS Retail Store * CVS Caremark PBM * Aetna or any other subsidiary of CVS Health.     **Example:** Member alleges that our CVS Health employee is using their credit card information for personal use. | a. Fill out the Radar form. Refer to [Radar Quick Reference Guide (015962)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=23b0e6d7-9eba-436c-9188-4a3c272f8037).  **Note:** This will be referred to our investigations team for review.  b. Contact the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) if filling out Radar form doesn’t fully resolve issue. |
| Reporting alleged fraud that does not fit into any other category | 1. Locate the member’s account in Compass. Refer to [Compass - Member Search (050037)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44e71d7a-1b1c-4931-9089-d4161a72d114). 2. Once located, review account information based on the statement made by caller. 3. Call the [Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) for assistance.   **Note:** If you feel like there is potential fraud, keep the member on the line and talk through the research activity.  Do not place on hold while performing research. |

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| Related Documents |

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

**Parent Documents:** [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)

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