# Customer Care Colleague Resource Index

[Policy Documents (Located in the Policy and Procedural Portal)](#_Toc178338284)

[Links or Apps (Located in Heartbeat)](#_Toc178338285)

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**Description:** Index of documents for Care colleagues.

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| Policy Documents (Located in the Policy and Procedural Portal) |

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| **Title with Hyperlink** | **Description** |
| [Policy and Procedure Portal](https://policy.corp.cvscaremark.com/siteminderagent/forms/login_ecm_2.fcc?TYPE=33554433&REALMOID=06-000eae7f-c18f-19ea-b6b0-f8a50a5c0000&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-2TplKNUn7efi1idAW6Ee1A1U7sxaFr%2fuTjBtHplzBFavDPYEkIG%2bKwgg06LZGFGh&TARGET=-SM-https%3a%2f%2fpolicy%2ecorp%2ecvscaremark%2ecom%2fpnp%2ffaces%2fhome%2exhtml) | The Policy and Procedure Portal can be found in the Apps and Tools tab in [Heartbeat](https://heartbeat.cvshealth.com/). |
| [CVS Health Attendance Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-051628) | CVS Health Attendance Policy – **Pages relevant to Care:** Pages 1-10 & 16 – 17. |
| [CVS Health Bereavement Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-046747) | The Bereavement Policy is designed to provide Colleagues with paid time off upon the death of a Colleague’s Family member. |
| [HR – Colleague Resource for Reasonable Accommodations](https://cvshealth.service-now.com/cz?id=kb_article&table=kb_knowledge&sys_id=1ff71b53fb7922901254f8ffaeefdca1&recordUrl=%2Fkb_view.do%3Fsys_kb_id%3D1ff71b53fb7922901254f8ffaeefdca1) | A modification or adjustment to a job, work environment, program, service, or activity that allows an individual with a disability to participate equally and have equal access to opportunities |

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| Links or Apps (Located in Heartbeat) |

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| **Title with Hyperlink** | **Description** |
| [Heartbeat](https://heartbeat.cvshealth.com/) | CVS company source for information, tools, and resources. |
| [Workbrain](https://heartbeat.cvshealth.com/redir/570863) | Review timesheet information. |
| [myLeave](https://cvs.ess-absencetracker.com/) | Request, Extend, Check on a Leave of Absence and Reasonable Accommodation. |
| [Pay & Time](https://colleaguezone.cvs.com/cz) (Colleague Zone/Workday) | All things financial. View your pay, Adjust Direct Deposit, W-2 and Electronic Consent, View or Print your W-2, Pay & Holiday Calendars. |

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| Documents (Located in theSource) |

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| **Title with Hyperlink** | **Content ID** | **Description** |
| [Customer Care Work from Home (WFH) PBM Guidelines](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3) | CMS-PRD1-080550 | 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. |
| [Customer Care Work from Home (WFH) General Criteria for Internal Colleagues](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=538a201d-9aa2-4bdd-9e11-8a08ef8cef53) | CMS-PRD1-079599 | Customer Care Work from Home (WFH) colleagues will comply with all Policies, Procedures, Attendance. |
| [Customer Care Procedures for Reporting Absences](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1a2d4af6-4035-4f03-874f-da6f626f5ca5) | CMS-PCP1-021318 | Provides the procedure for reporting absenteeism within Customer Care. |
| [NICE Webstation Log In, My Schedule and Changes Within My Schedule](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f730b0a2-ae62-4028-925d-6f1e81022069) | TSRC-PROD-043218 | This document provides information for Log In, My Schedule and the process steps of how to make changes within My Schedule for Paid Time Off, Time Off for Floating Holidays and Approved unpaid time off. |
| [WorkBrain Employee Correction Request Procedures and Form](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3d7b7dba-0515-4cec-a9a9-cabb23f2b3b1) | CMS-PRD1-085601 | This document provides instructions on how to access and where to send the WorkBrain Employee Correction request form and report process. |
| [Downtime Procedures](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e6c6901-f053-4575-9238-3f1f68feea78) | CMS-2-027110 | This document provides the steps to take when our software applications, Internet, Web Portal, or computers experience outages to minimize member inconvenience, which is paramount to increasing member overall satisfaction. A designated-on duty Supervisor and a backup Supervisor will be available and responsible for oversight at each site. |
| [Customer Care Work from Home (WFH) – Deployment Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bbe7cf3c-e817-4b36-a00b-2556c0279ab0) | TSRC-PROD-010436 | This document outlines the deployment process for our PBM colleagues who are approved to work in a home-based location. It also defines the process to ensure all forms are completed and filed appropriately. This process applies to all colleagues who are approved to work in a home/residence-based location. |
| [NICE Webstation Agent Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e0ef0c0-7b81-4b4a-821f-e712c3eca532) | TSRC-PROD-043220 | This document is an index of the NICE Workstation Agent procedures and job aids that can be utilized for a quick view and access of documents. |
| [Intradiem Desktop Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f857e946-8fd7-4045-9b09-4dd9e1218c68) | TSRC-PROD-049803 | This document provides an index of the Intradiem Desktop job aids which can be directly accessed via hyperlink. |
| [Handling Crisis Calls](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b3d92dd-46c5-4ee7-b1be-7a4c849206ed) | CMS-PCP1-024225 | Provides instructions for Customer Care representatives, Senior Team agents, and Case Coordinators on how to handle a crisis call when a member calls and is in medical distress, makes a threat, or has caused harm to themselves or others. |
| [Customer Care Representative Goals](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9391163d-805a-4b1c-b7e3-532bd914aab3) | CMS-PRD1-115916 | Customer Care Representative Goals |
| [Using Verint](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d9eec58d-f754-497f-b253-ced75bac8770) | TSRC-PROD-056210 | Instructions for using Verint. |
| [Five9 Customer Care Document Index](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e696b7c2-078e-444c-a317-bf857986aa23) | TSRC-PROD-052307 | This index is comprised of Five9 work instructions and job aids for the Customer Care team. |
| [Customer Care Work from Home (WFH) Call Center Emergencies](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0beafc-0c03-4c61-853c-a09d6d3be278) | TSRC-PROD-018628 | Provides the process for Customer Care Representatives (CCR’s), Supervisors, Managers and Resource Planning to follow in the event of an emergency that work from home, such as tornado, fire, flooding, etcetera. |

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