# Compass - Do Not Call (DNC) Support Task

[Process](#_Toc160003885)

[Resolution Time](#_Toc160003886)

[Related Documents](#_Toc160003887)

**Description:** Instructions for a task to be used when a member or nonmember has requested to be placed on or removed from the Do Not Call list, or when a member is deceased and we are being notified by the appropriate representative.

|  |
| --- |
| Process |

* If our Mail Order Pharmacy has been calling an incorrect number, the person on the line must be a member with our Mail Order Pharmacy for a task to be submitted.
* For non-members stating they are getting calls in error, they must contact the Corporate/Enterprise IVR email [Adherence.Operations@CVSHealth.com](mailto:Adherence.Operations@CVSHealth.com).
* No outbound campaign calls are made about **Pharmacy Advisor**. A letter is generally sent. If the member calls after receiving the letter, the calls can be transferred to the Pharmacy Advisor team.

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Create a Support Task as follows:   * **Task Type:** Do Not Call * **Reason:** (**Example:** Does not want to be called/bothered.)   **Note:** Fields containing an asterisk (\*) are required. | |
| **2** | Add the Contact Name and Phone Number we are calling. | |
| **3** | Choose the correct line of business from the appropriate dropdown.   * Caremark * CVS * Enterprise   **Note:**Adding a number to the DNC does not prevent manually dialed calls from being made. It does stop all automated calls and texts to that number.    Advise the members at the time of the call that the DNC request applies only to telemarketing calls, automated calls, and texts. The member may still receive calls from us if we have a legitimate business reason to call the member related to their prescription benefits. | |
| **If requesting to be…** | **Then…** |
| Added to the do not call list | From the **Action Required** drop-down menu, select **Add Number to Do Not Call List**. |
| Removed from the do not call list | From the **Action Required** drop-down menu, select **Remove Number from Do Not Call List**. |
| Removed from the Do Not Call list due to death | Stop all mailings from going to the deceased member. Refer to [Compass - View and Present Opportunities from the Health Engagement Engine (HEE) (053429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=511e28f5-2757-4292-8353-4e3cf171e180) then section: **Update Opt-Out Preferences**.  **Note:** Refer to [Compass - Mail Order Calls Regarding Deceased Members (064870)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=84208228-6cf3-46fd-ae5a-14624e9f04c0) for additional steps to take when assisting such calls. |
| **4** | Add notes describing the reason for the request. The most common reasons for these requests are:   * No Mail Order pharmacy benefit * Wrong Number * Does not want to be called/bothered * Other (Provide a brief explanation) * Member is deceased   **Notes:**   * If we are calling an incorrect number, the person on the line must be a member with CVS Caremark for task to be submitted. * For **non-members** stating they are getting calls in error, they must email the Corporate/Enterprise IVR at [Adherence.Operations@CVSHealth.com](mailto:Adherence.Operations@CVSHealth.com) to request to be put on a Do Not Call list. | |
| **5** | Click the **Save** button to confirm the opt-out preferences.  **Note:** Click the **Cancel** button to return to the previous screen.  **Result:** Verification dialog box displays, confirming the information has been saved. | |
| **6** | Change or remove the phone number if adding to Do Not Call list as needed.  Refer to the appropriate work instruction:   * [Compass - Add / Edit / Delete Phone Number (053256)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c37d4289-63b2-4732-a35c-c411cc26a29c) * [Compass MED D - Email and Phone Number Changes (061922)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5888e5ed-52cf-4716-bd08-ebe95bd10a46)   **Exceptions:** If member is signed up for Auto Refill Program (ARP) / or the account is termed, leave the area code and replace the phone number with all zeros. (**Example:** 214-000-0000) | |
| **7** | Inform the plan member that the information has been sent requesting to add / remove the phone number from the Automated Outbound system and/or Messaging Platform system, and to allow up to 10 business days for completion of this add / removal. | |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

Up to ten (10) business days for the completion of the task.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)

[Customer Care Abbreviations, Definitions, and Terms Index (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)

[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**