**Supervisor Contact Outside Standard Working Hours**

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**Description:** Informs agents working nonstandard hours (outside of 7am – 11pm EST) about the Intradiem alerts they will receive and provides guidance on how to handle urgent situations where supervisor support is necessary.

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| Intradiem Alerts |

It is essential for agents working nonstandard hours to be aware of the Intradiem alerts and the protocol for handling urgent situations. By following the guidelines outlined in this document, agents can ensure that they respond effectively and maintain operational efficiency.

* **What are Intradiem Alerts?**  
  Intradiem alerts are notifications sent to agents to provide real-time updates regarding operational changes, urgent requests, or other critical information that requires immediate attention.
* **Who Receives Alerts?**  
  All agents, who are permanently scheduled for non-standard hours or any call taking colleague that picks up an overtime shift during non-standard hours.

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| Urgent Situations |

 Urgent situations are defined as scenarios that require immediate attention and action to prevent negative impacts on operations or customer service.

**Examples of Urgent Situations:**

* A critical system outage affecting service delivery.
* Crisis Calls
* Any situation that poses a risk to compliance or regulatory standards and are unable to be supported by the Senior Team.

**Note:** Senior Team support is available 24/7 and should be leveraged in their normal capacity.

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| Contacting Supervisors |

 During nonstandard hours, agents may need to reach out to a designated supervisor for assistance with urgent situations. The line of business is informational only in the table below, regardless of the line of business you support, you can contact any supervisor below for the purpose of support and guidance.

**Designated Supervisor Contact Information:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Supervisor** | **Scheduled Days** | **Schedule EST** | **LOB** | **Email** | **Phone Number** |
| Dwanna Murphy | Monday - Friday | 6:00 AM – 3:00 PM | CMK Comm | Dwanna.Murphy@CVSHealth.com | 480-509-4315 |
| April Cunningham -White | Monday - Friday | 4:00 PM – 1:00 AM | CMK Comm | April.Cunningham-White@CVSHealth.com | 480-509-4591 |
| Penny Cooper | Monday - Friday | 6:00 AM – 2:30 PM | CarelonRx Comm | Penny.Cooper@CVSHealth.com | 224-476-8333 |
| Beverly Graves | Monday - Friday | 6:00 AM – 2:30 PM | CarelonRx Comm | Beverly.Graves@CVSHealth.com | 865-769-5923 |
| Irene Flores | Monday - Friday | 4:30 PM – 1:00 AM | CarelonRx Comm | Irene.Flores@CVSHealth.com | 210-706-2280 |
| Matthew Hilobuk | Monday - Friday | 4:30 PM – 1:00 AM | CarelonRx Comm | Matthew.Hilobuk@CVSHealth.com | 860-900-6906 |
| Ursula Kanoa | Monday - Friday | 4:00 PM – 1:00 AM | Commercial, EGWP, MED D | Ursula.Kanoa@CVSHealth.com | 619-642-3296 |
| Angela Urbano | Tuesday - Saturday | 10:30 PM – 7:30 AM | All | Angela.Urbano@CVSHealth.com | 210-706-2372 |
| Sharon Kubiak | Sunday – Thursday | 10:30 PM – 7:30 AM | All | Sharon.Kubiak@CVSHealth.com | 210-706-2654 |

**Protocol for Contacting Supervisors:**

1. **Assess the Situation:** Determine if the situation is indeed urgent and requires immediate attention.
2. **Reach Out:** Contact the designated supervisor using the provided contact information.
3. **Provide Details:** Clearly explain the nature of the urgent situation, including any relevant context and the actions you have already taken.
4. **Follow Up:** If you do not receive a response within a reasonable timeframe, follow up to ensure the issue is being addressed.

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