# PeopleSafe - Reporting Alleged Fraud CCR

[Reminders](#_Toc192239486)

[Process](#_Toc192239487)

[Related Documents](#_Toc192239488)

**Description:**  Provides procedures to resolve possible fraud cases where our members’ 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, prescriber, or other individual.

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 [HIPAA - Disclosure Reporting and Complaints](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=555c2e42-bed9-4648-91b9-19dc103b0ff1) (027852).

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| Process |

**MED D** fraud, waste or abuse issues, transfer the call to a MED D representative or, if trained to resolve MED D calls, refer to [MED D - Transmission of Customer Care Fraud, Waste and Abuse](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5ae3449c-89af-4b3c-b3e8-fe2d334ea7e1) (027643).

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine the nature of the call (what it is about).   * Obtain and document the following information in PeopleSafe 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:   * [Received an automated call](#AutomatedCall) * [Received a call from a person](#CallFromPerson) * [Claims posted on the member’s profile that do not belong to them](#ClaimDontBelongToMember) * [Reporting alleged fraudulent activities of our employee](#ReportCVSColleague) * [Neither a call from our Home Delivery/Mail Order pharmacy or billing errors exists](#ReportDoesntFitOtherCategory) | |
| **If…** | **Then…** |
| Automated Call | Ask the caller 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 **yes**, 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 caller. Close the call appropriately. Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) verbiage, following normal procedures.   + If call is answered by anything other than our Mail Order pharmacy or its subsidiaries, [contact the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311). * If **no**, validate CMP Messaging options if the person calling has an account with us. Refer to [Calling Issues Messaging Platform or Automated Outbound Calls and Do Not Call (023458)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c404f368-6d11-4dca-8bc6-40c793120335) . If not resolved at this point, [contact the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311).   **Result:** Senior Team accepts the call and continues with research and resolution for the member. |
| Call from a person | 1. Ask the caller if they have the number that displayed on their phone. Refer to [Outbound Phone Numbers Displaying on Caller ID](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9fd8f60-2089-4362-824c-7b410d12744a) (042944).  * If phone number is listed in the hyperlinked document from step “a” above, notify the caller and close the call appropriately. Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) verbiage, following normal procedures. * If phone number is not listed in the hyperlinked document from step “a” above, ask permission to call the phone number provided by the caller.   + If call is answered our Mail Order pharmacy or one of its subsidiaries; then notify the caller and close the call appropriately. Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) verbiage, following normal procedures.   + If call is answered by anything other than our Mail Order pharmacy or its subsidiaries, [contact the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311).  1. Validate the **Messaging Platform** options if the person calling has an account with us. Refer to [Calling Issues Messaging Platform or Automated Outbound Calls and Do Not Call (023458)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c404f368-6d11-4dca-8bc6-40c793120335)  [Obtaining an Email Address and Managing Messaging Platform Alerts](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471) (027674) or [Messaging Platform Alerts](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3dcf7c9-3cc9-4864-b6c1-165416474fa1) (110103).  * If not resolved at this point, [contact the Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311).   **Result:** Senior Team accepts call and continues with research and resolution for the caller. |
| 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. | Search and locate the member’s account in PeopleSafe. Once located, click on the prescription number and the pharmacy hyperlink. Review information.   * If the caller 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 pharmacy cannot or will not reverse claims contact the [Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311) for assistance. * If the caller 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 appropriately. Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) verbiage, following normal procedures.   + If unable to resolve, call the [Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311) for assistance.   **Note:** Keep caller on the line and talk through research activity instead of placing 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:** Caller alleges that our CVS Health employee is using their credit card information for personal use. | Contact the [Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311).  **Note:** This will be referred to our investigations team for review, and depending on the situation, they may be contacted by the Corporate Investigations group.  Do not provide a specific call back/contact time. |
| Reporting alleged fraud that does not fit into any other category | [Search and find](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=57660ff2-9cac-4009-8267-7231e754b512) (027257) the member’s account in PeopleSafe. Once located, review account information based on the statement made by caller. Call the [Senior Team](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) (016311) for assistance.   * If you feel like there is potential fraud, keep the caller on the line and talk through the research activity.   Icon - Important Information Do not place on hold while performing research. |

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| Related Documents |

[Log Activity/Capture Activity Codes](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78) (005164)

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

**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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