# PeopleSafe - Do Not Call (DNC) RM Task Request - CCR

[Process](#_Toc192770516)

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**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.

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| 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 (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

Perform the steps below to create a callback task:

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| **Step** | **Action** | |
| **1** | Create an RM (Resolution Manager) task as follows:   * **Task Category:** Customer Care Internal Process * **Task Type:** Do Not Call * **Queue:** Participant Services - DNC | |
| **2** | Add the contact name and phone number we are calling. | |
| **3** | Choose the correct line of business from the appropriate dropdown.  **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 | Choose appropriate line of business from the **Add Number to Do Not Call List**. |
| Remove from the do not call list | Choose appropriate line of business from the **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 **Update Opt-Out Preferences** section of [Health Engagement Engine (HEE) View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0)**.**  **Note:** Refer to [Mail Order Calls Regarding Deceased Members](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c6cc8fe8-1f11-47c6-886b-b36639f716f1) (010338) 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 Save and Close.  **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:   * [PeopleSafe - Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) section titled: Phone Number Changes Step 4. * [MED D - Email and Phone Number Changes (112972)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0799360-70cd-4d44-a8b0-3112e61449f3) and/or [MED D - Address Changes and Out of Area (OOA) (030149)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ba6dea9-4b34-4351-b06a-ec81046f6c0f)   **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. | |

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| Resolution Time |

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

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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 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)

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