# Aetna Compass - Escalating Aetna Member Website and Pharmacy Portal Concerns

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**Description:** Process for escalating Aetna Member Website and Pharmacy Portal concerns for members.

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| General Information |

With the CVS Caremark partnership, the member web self-service experience is provided by both the Aetna Member Website and the CVS Caremark Pharmacy Portal. Members who encounter problems using the web self-service tools and functions will need to be addressed by Aetna Customer Care or directed to the Aetna E-Tech helpline, the Aetna Internet Response Team (IRT) depending on where the issue is occurring.

**Note:** Any concerns regarding Specialty Website should be directed to CVS Specialty Pharmacy for assistance.

**Note:** If the member has general feedback or suggestions about the Aetna member website design or functionality, you may instruct them to use the **Feedback** button located in the bottom right corner of the Aetna member website screen.

* The **Feedback** button should NOT be used for any other reason, such as if the member expresses concern with their pharmacy benefit plan design or their interaction with Customer Care.

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| Customer Care Do’s and Don’ts |

The grid below should be used as a guideline for providing the member with an exceptional service experience.

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| **Do** | **Don’t** |
| * Probe the member to understand exactly where their web issue is occurring.   **Examples:**  Are you successfully logged into the Aetna member website?  What information are you trying to obtain from the website?  What happened when you tried to select or find needed information?   * Take ownership of the member’s issue. * Escalate the issue to a supervisor when there is disagreement or uncertainty on who handles what. * Utilize the [Customer Care Process](#_Customer_Care_Process) and [Who Handles What](#_Who_Handles_What) sections below to help determine where the member’s call should be handled. * Utilize Compass to see the member’s portal view and ASD to confirm Aetna member website registration. | * Allow the member to be put in the middle when there is uncertainty/disagreement on which team handles the issue. * Transfer a call or send a Support Task without first validating and understanding the member’s issue to ensure that you are directing the issue to the correct area. |

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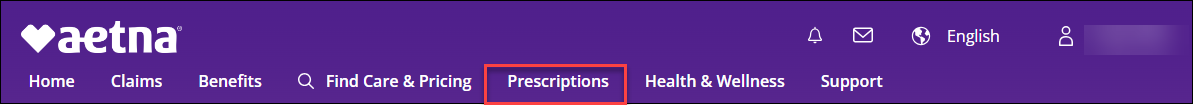
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| Customer Care Process |

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| **Step** | **Action** | | |
| **1** | In Compass, determine if there are multiple (or duplicate) lines of active eligibility. | | |
| **If…** | **Then…** | |
| Yes | Contact the Senior Resolution Team to resolve the eligibility issue. | |
| No | Proceed to Step 2. | |
| **2** | Attempt to resolve the member’s issue. To address member questions, you should refer to the [Aetna Member Website- Work Instruction/Job Aid Index](file:///C:\Users\qcpns438\Downloads\CMS-PRD1-114443).  **Notes:**   * If a member is questioning prescription information in their online profile, follow standard process flow and select the **Caremark.com** tab in Compass. Once inside the member’s online profile, their prescription information will be visible and can be used to answer any questions they have. If you need to guide the member through screens, remember to refer to the corresponding Aetna Member Website work instruction for the appropriate steps. * If a member is experiencing issues with the CVS Specialty Pharmacy website, those components are no longer included within the Aetna Member Website. For assistance with the CVS Specialty Pharmacy website, warm transfer the caller to CVS Specialty Pharmacy. For Specialty Customer Service phone number and hours of operation, refer to [Aetna - Departments & Programs (Phone, Addresses & Hours)](file:///C:\Users\qcpns438\Downloads\CMS-PRD1-068189). | | |
| **3** | Probe to gain a clear understanding of the problem the member is experiencing before escalating a web support issue. You must use [Aetna Member Website - Troubleshooting Guide](file:///C:\Users\qcpns438\Downloads\CMS-PRD1-106200) to troubleshoot issues before you proceed to Step 4.  **Note:** If the member has general feedback or suggestions about the Aetna member website design or functionality, you may instruct them to use the **Feedback** button located in the bottom right corner of the Aetna member website screen.   * The **Feedback** button should NOT be used for any other reason, such as if the member expresses concerns with their pharmacy benefit plan design or their interaction with Customer Care. | | |
| **4** | Only if you cannot resolve the issue using the resources outlined above, determine if the issue should be handled by the Aetna E-Tech helpline or the Aetna Internet Response Team (IRT). | | |
| **If…** | | **Then the issue should be handled by…** |
| * Experiencing Log in, Registration, or Password issues/errors including:   + M001 log in error   + Member forgets password, username, or security question   + Access denied when trying to log into the Aetna member website   + Zip Code error message   + User account locked or disabled * Coverage and Benefits shows no pharmacy benefits * Member requesting to set up new username or to have a profile deleted * Member receives an error message or a blank page when clicking on links to the Aetna member website components. Refer to the [Who Handles What](#_Who_Handles_What) grid below for a list of links to validate that Aetna E-Tech should handle. | | Aetna E-Tech helpline |
| * Member receives an error message or a blank page when clicking on links to the functions still in Pharmacy Portal or receives an error/issue once inside those online pharmacy functions. Refer to the [Who Handles What](#_Who_Handles_What) grid below for a list of links to validate that Aetna IRT should handle. * Member states that information about their non-Specialty medications is incorrect or missing including:   + Check Order Status   + Order a New Medication   + Refill a Medication   + Prescription Preferences   + Account Balance   + View Pharmacy Messages   + Request Mail Order forms   + Estimate Drug cost   + Remaining refills   + Refill date   + Medications available   + Pharmacy claims history     **Note:** Any link housed under the Pharmacy landing page.     * Errors after clicking any of the links above. * Member gets a blank screen when clicking on Pharmacy links. * Member gets system error NF, 400 of SE when clicking pharmacy links. * Request a Coverage Exception link is not working on Pilot. | | Aetna IRT |
| **5** | Proceed depending on if the issue should be handled by the Aetna E-Tech helpline, the Aetna Internet Response Team (IRT), or CVS Specialty Pharmacy. | | |
| **If the issue should be handled by…** | **Then…** | |
| Aetna E-Tech helpline | 1. Address any other Customer Service concerns the member may have. 2. Warm transfer the call to Aetna E-Tech Commercial (Select the option for an Aetna Commercial E-tech agent). For E-Tech phone number and hours of operation, refer to [Aetna - Departments and Programs (Phone Addresses and Hours)](file:///C:\Users\qcpns438\Downloads\CMS-PRD1-068189).   **Note:** If **After Hours,** provide the member with the hours of operation and the E-Tech telephone number. | |
| Aetna IRT | 1. Advise the member that a representative with our Internet Response Team will follow up with them via email within 2 business days to let them know that the error is being worked. The IRT representative will also notify the member when the error is resolved. 2. Create the following Support task:  * **Task Category:** Aetna * **Task Type:** Profile Updates – Aetna Web Only * **Complete all required and applicable fields.**  1. Enter “**AETNA WEB ONLY**” in the **Subject** box. This MUST be included in all tasks. 2. Enter the error code or error description in the **Notes** box. 3. Click the **Save** button to send the task.   **Do NOT** create a follow up task. | |

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| Who Handles What |

The Aetna Member Website is made up of components including Pharmacy components, which allow a member to self-service prescription benefits. When a member clicks into the **Pharmacy** page, or when they are using Pharmacy Portal functionality, issues they encounter will often need to be sent to **Aetna IRT** for handling. This also applies when the member receives an error message or a blank page when clicking into those Prescriptions components.



Refer to the grid below for a list of links to validate if the issue should be handled by Aetna E-Tech or Aetna IRT.

**Reminder:** Probe the member to understand exactly where their web issue is occurring.

**Examples:**

 Are you successfully logged into the Aetna member website?

 What information are you trying to obtain from the website?

 What happened when you tried to select or find needed information?

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| **After Clicking on the Link…** | **Issues Should Be Handled by…** |
| Drug Information & Side Effects | Aetna IRT |
| Estimate Medication Costs | Aetna IRT |
| Family Access | Aetna IRT |
| Find Care and Pricing | Aetna E-Tech |
| Start a New Mail Order | Aetna IRT |
| Order Status | Aetna IRT |
| Prescription List (Prescription History – 1 year) | Aetna IRT |
| Ready for Refill (Enroll in Automatic Renewal and Refill) | Aetna IRT |
| Request a Coverage Exception | Aetna IRT |
| Covered Prescription Drug List (Formulary) | Aetna E-Tech |
| Prescription Preferences (Update Shipping and Billing Information) | Aetna IRT |
| Claims | Aetna IRT (Pharmacy Claim)  **Note:** All others would be Aetna E-Tech |
| Account Balance | Aetna IRT |
| Plan Summary | Aetna IRT |

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| Related Documents |

**Parent Document:** [CALL-0011 - Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011); [CALL-0049 - Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

**Abbreviations /Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\qcpns438\Downloads\CMS-2-017428)

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