# PeopleSafe - View Order Image

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**Description:** Sample Mail Order Forms and the process to view a Mail Order Form originally submitted by the member.

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| Reminders |

When assisting a member with issues concerning his/her order, the CCR will be able to view the Home Delivery form originally submitted by the member.

The following restrictions will apply to the Home Delivery Image:

* Orders scanned in the ROCC only.
  + No prescriptions, including fax requests, will be visible to the CCR in PeopleSafe. If Rx verification is needed, contact Clinical Care Services.

**Note:** Refill, Reship and IVR orders will not have images attached. Only the original order submitted. No additional correspondence that the member attached to the form will be available.

* All Credit Card information will be blocked out.
* Forms will be viewable for 120 days.
  + After 120 days will be archived and NOT retrievable.

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| Process |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Access the **Order** **Status** screen. |
| **2** | Click on the **View Image** button at the bottom left of the screen.  **Result:** PeopleSafe displays the image of the corresponding order form. If there is no image, a message will be indicated: “No images found for order xxxxxx. May be archived”. |

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| Sample Order Forms |

We print refill information on the order form that is sent with outgoing orders. This allows members to simply identify the refills they want to order. To view an example of the Refill Order Form with sample data, see [Home Delivery Order Form Frequently Asked Questions and Sample (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11).

However, the “initial order form” will not include personalized information about plan members or their prescriptions. The “initial order form” is used for new member kits, forms requested via Customer Care, forms downloaded from the Member Web Portal or forms sent in bulk to clients. To view an example of the initial Home Delivery Order Form, see [Home Delivery Order Form Frequently Asked Questions and Sample (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11).

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| Log Activity |

Will vary depending on the member’s original issue, refer to [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78).

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| Related Documents |

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

[Home Delivery Order Form Frequently Asked Questions and Sample (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11)

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

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