# PeopleSafe - Prior Authorization & Appeal Written Notification Task for Different Languages



[ Process](#_Toc155720758)

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**Description:** Process for members that have received a Prior Authorization or Appeal Denial letter in English and are calling in to request a translation of the denial letter in one of the following languages: Chinese, Spanish, Navajo or Tagalog.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine that the member is requesting a Prior Authorization or Appeal **Denial letter** to be translated into a different language. | |
| **If the language requested is…** | **Then…** |
| Spanish, Chinese, Navajo or Tagalog | Continue to the next step. |
| Any other language | Inform the member we are unable to provide written notifications in that language. |
| **2** | Submit the following Resolution Manager task:   * **Task Category:** Appeals * **Task Type:** Written Notification * **Queue:** Prior Authorization and Appeals   This task should **NOT** be used for any other purpose and is only for the commercial book of business and does not apply to FEP. This queue should not be used to request a Prior Authorization (PA) or Appeal form. Refer to [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c). | |
| **3** | Inform the member a request has been entered to provide their Prior Authorization or Appeals written notifications in their language of choice. | |

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| Turn Around Time |

Additional processing time may be required. Since we sometimes depend on a third party for this request, no Turn Around Time can be documented. If a TAT is required, contact the Prior Authorization department.

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| Related Documents |

 [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)

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

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

**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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