**Compass & PeopleSafe - Adopt a Member (AAM) Call Handling**

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**Description:**  Information about the Adopt a Member (AAM) program and how to handle a call received from an enrolled member. The AAM program serves Customer Care’s entire Book of Business and is aimed at reconciling significant services failures on the part of our PBM.

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| **Overview** |

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Do not proactively offer the Adopt a Member program to callers. Considerations are only permitted from Account Management, Case Coordinator Team, PRU and Leadership.

We are required to carefully examine every individual before being enrolled in our program. To consider an applicant, provide a well-documented history of Mail Order issues, and what service failures the member has experienced.

This program is engineered to mitigate more complex service-related issues. Adopt a Member Coordinators provide client outreach requests in addition to AAM Program wrap around services including education, regular contact with the member, and account maintenance, as necessary.

**Objective:** The objective of the AAM program is to provide a sustained service recovery effort for members who have experienced multiple service failures. Our goal is to restore their faith in our organization by properly educating them on their benefits, minimizing future service disruption, and helping them self-serve more effectively within a six-month enrollment.

**Alternatives:** Members who do not meet the criteria of the AAM program have options and alternatives depending on their individual circumstances. We would be happy to consult with your team to explore more appropriate options. Requests for enrollment are important to us and we are committed to providing the highest level of service.

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| **Enrolled AAM Call Handling** |

Perform the steps below when a member who enrolled in the Adopt a Member (AAM) program contacts Customer Care.  Enrollment can be determined by viewing the **Comments Section** or **View Activity/Members Recent Cases**.  The member may also mention their enrollment during the call.

**Notes:**

* All accounts will be documented by AAM Coordinators in Member Alerts /High Priority Comments if member is enrolled in AAM Program.
* This applies to all lines of business.

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| **Step** | **Action** | |
| **1** | Select the correct family member that is enrolled in the AAM program. | |
| **2** | Perform the following as appropriate.   Due to the sensitive nature of these calls, it is of the upmost importance that they are handled appropriately, and that **the member is not turned away** unless for the specified reasons below. | |
| **If…** | **Then…** |
| No transfer is necessary | Follow standard procedures. |
| Member requests to be transferred to their dedicated AAM Coordinator | Review the Member Alerts/High Priority Comments to identify the dedicated AAM coordinator, then warm transfer to the dedicated AAM Coordinator.  The AAM Coordinator name/phone number is listed in the enrollment comments or see below.   * If unable to contact, warm transfer the member to the AAM Coordinator’s voicemail.  They will receive a return call within 48 business hours.     **AAM Coordinators:**   * Leigh Nath (Aetna, Commercial & FEP) 623-228-9689 * Kathleen Donovan (Aetna, Commercial & FEP) 623-228-9693 * Kelsey Carroll (Commercial, FEP & Aetna) 623-228-9652 * Debra Correia (Commercial & FEP) 623-228-9600 * Valinda Mitchell (Commercial & FEP) 623-228-9858 * Kristin Jasper (Commercial, Aetna & FEP) 623-228-9692 * Mary Zganjer (Commercial & FEP) 623-228-9687 * Kamie Farrie (Commercial & FEP) 623-228-9694 * Samantha Droegemeier (Commercial & FEP) 623-228-9890 * Leslie Ramos (Commercial & FEP) 623-228-9651 * Dawn King (Commercial & FEP) 623-228-9653 * Aviance Clay (Commercial & FEP) 623-228-9650 * Valerie Peretic (Commercial & FEP) 623-228-4970 * Sierra Fitzgerald (Commercial & FEP) 623-228-9606       **MED D AAM Coordinators:**   * Angelita Robbins 623-228-9792 * Maureen Sterling-White 623-228-9685 * Nikia Reed 623-228-4969 * Andrew Peterson 623-228-4968   **Note:**  Email AAMMailbox@CVSHealth.com and include the following:  **Subject line:**  SECUREMAIL\_AAM Name  **Body:**   * Member ID: * Member Name: * Client name and Client Code: * Verified Member Phone Number: * Detailed explanation of member’s history as well as any current issues   **Note:** Email address can be provided to the member if they prefer email to voicemail. |
| After attempting to assist, member requires special handling outside of normal processes | 1. Contact the Senior Team or Supervisor to see if they can assist.  * If **not**, attempt to establish contact with the dedicated AAM Coordinator. * If **yes**, notify the member that they will need to discuss the situation further with their dedicated AAM Coordinator and either email all pertinent account info to AAM Coordinator or transfer the member to voicemail.  1. Notify the member that they will receive a return call from their dedicated AAM Coordinator within 24-48 business hours. |
| **3** | Document the call. | |
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| **Resolution Time** |

****Call Handling – Immediate.

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| **Related Documents** |

* [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78" \t "_blank)
* [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)
* [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)
* [Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:**

[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)

[CALL-0048 - Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

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