**Compass - Request a Copy of a Cashed or Deposited Check**

[Process](#_Toc99026514)

[Related Documents](#_Toc99026515)

**Description:** Process to use when the Member or Assignment of Benefits representative is requesting a copy of a check that was cashed or deposited.

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| Process |

Refer to as appropriate:

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| **If…** | **Then…** |
| Member is requesting a copy of the cashed or deposited check with endorsement signature.  AOB Provider is requesting a copy of cashed check with or without endorsement signature. | Create a Support ask as follows:   * **Task Type**: Research/Reissue/Stop Payment * Add detailed Notes (mandatory) and complete boxes marked with an asterisk to successfully submit the task. * Click the **Save** button. |
| Member Request a callback and it is not an escalation | Create a Callback task as follows:   * From the newly created **Support Task** tab, click the **Create Callback** button on the far right. * Complete all required and applicable fields in the Create Callback popup. Once all required fields are completed, click **Next**. |

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| **Related Documents** |

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

[Compass – Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)

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

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