# PeopleSafe - Locating Letters Sent to Members

[Reminders](#_Toc162254912)

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[Using the Find a Communication Tool](#_Toc162254914)

[Related Documents](#_Toc162254915)

**Description:** Use when a member calls in regarding a letter that they received.

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| Reminders |

* Calls regarding an alert via email, text message or phone call, refer to [Obtaining an Email Address and Managing Messaging Platform Alerts (27674).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471)
* The member requests us to stop sending them letters, contact the Senior Team or a Supervisor for assistance.
* Letters can come from many departments for different programs. Further research may be needed as there is no single way to opt the member out of everything.
  + If a member is calling to request that a letter be re-sent to them, contact the Senior Team for assistance.

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| Locating Letters Sent to Members |

Perform the steps below to locate the letter:

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| **Step** | **Action** | |
| **1** | In PeopleSafe, navigate to the **Communication History** screen and select the correct member in the family drop-down box.  **Note:** Only member specific letters display. | |
| **2** | Ask the member to provide the number at the bottom left of the letter.  **Note:** It will include a dash and could be a combination of numbers and letters. | |
| **If the member is…** | **Then…** |
| Able to provide the number | Continue to Step 4. |
| Unable to locate a number on the letter | Review the entire CIF to determine if there is a mailing campaign related to this issue.  **Note:** Click the Expand All button, press F3 button performs a word search   * If yes, continue to the next step. * If not, ask the member to read the letter to you and assist them as appropriate. Continue to the next step. |
| **3** | Determine if the number is listed under the Communication ID column. | |
| **If…** | **Then…** |
| Yes, the number is located | Continue to step 4. |
| No, the number is not listed in the column | Proceed to [Using the Find a Communication Tool](#_Using_the_Find). |
| **4** | Click on the Communication ID to display a copy of the letter. | |
| **5** | Review the content of the letter and assist the member as appropriate. | |

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| Using the Find a Communication Tool |

Perform the steps below when unable to locate the letter in the member’s Communication History:

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| **Step** | **Action** | |
| **1** | Select the **Find a Communication** link under the Tools drop-down box. | |
| **2** | Type the number provided by the member in the Communication ID field and click **Search**. | |
| **3** | Review the search results. | |
| **If communication is…** | **Then…** |
| Found | * Click the Communication ID hyperlink to display a copy of the communication. * Review the content of the letter and assist the member as appropriate.   **Note:** The letter is a template and not personalized to the member. |
| Not found | * Ask the member to read the letter to you and attempt to determine its meaning. * Upon understanding the content of the letter as expressed by the member, answer the members questions to clear confusion. * Educate the member as to their plan benefits, especially those specific to the letter, so they are aware of any process details, available options, and the turnaround time to resolve the current issue. * If you feel that you have not succeeded in answering the members’ questions and if there are further questions beyond your understanding, contact Teams Chat. * If still uncertain, reach out to Senior Team. |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms (017428)](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/DDavis6/Desktop/UJ30FJ4/Desktop/Native%20Files/U030762/AppData/Local/Microsoft/Windows/Temporary%20Internet%20Files/Content.Outlook/DUUK3DDH/CMS-2-017428)

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

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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