# Compass - Handling Repeat Callers: Multiple Contacts, Same Issue

[Process](#_Toc195682729)

[Repeat Call Scenario Guide](#_Toc195682730)

[Related Documents](#_Toc195682731)

**Description:** Follow when the Repeat Caller Indicator populates in Compass.

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| Process |



* + - * **Do not transfer calls to the Senior Team without completing all steps in this document.**
* If the **Repeat Caller indicator** does not display, this process does not apply.
* If the Repeat caller is calling regarding a Specialty medication, review the following:
* If calling about coverage/plan design then warm transfer to Senior Team.
* If calling about order status or refill inquiries then warm transfer to Specialty Customer Care.

**Note:** The Repeat Caller indicator is based on Compass Interaction Case history including all forms of contact (phone calls, chat, email) and will **not** include interactions taken in PeopleSafe.

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| **Step** | **Action** | |
| **1** | During the guided authentication process, make the appropriate selections on the **Primary Interaction Reason** pop-up box to indicate if the member/caller has called previously regarding the same issue. For additional information, refer to [Compass Guided Caller Authentication (050163)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=80476f74-7dca-4548-bf35-185ca8d45c13). | |
| **2** | Upon accessing the member’s account, from the Member Snapshot Landing Page or Claims Landing Page determine if the “Repeat Caller” indicator is displaying.  **Note:** It will display in red font in the top-right corner of the **Alerts** panel.  I see that you recently called. Are you calling for the same reason or something new? | |
| **If the…** | **Then…** |
| Repeat caller indicator displays | Proceed to step 3. |
| Repeat caller indicator does not display | Proceed with the call as normal. |
| Caller indicates they are calling in for something new | Proceed with the call as normal. |
| **3** | Perform an Account Wellness Check, refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f) and review the appropriate documents to determine the reason for the callback(s):   * [Compass - Viewing, Adding, and Editing Alerts (054194)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=36c941d2-25a6-4075-993d-f12deb31be18) * [Compass - View Case History (050043)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da374707-39c7-4936-8a0b-a9d1d85bf537) * [Compass - Case Details Landing Page (049986)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c445dcd-f511-4428-a015-5ce2f09178c4)  * [Compass - Close an Interaction or Research Case (050011)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0296717e-6df6-4184-b337-13abcd4b070b) * [Compass - Viewing Member's Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass (056036)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=ab5a6f09-8f08-424b-bff7-b1aa5cfc4d6a) | |
| **4** | Proceed to the [Repeat Call Scenario Guide](#_Repeat_Call_Scenario) below for the following scenarios:   * Calling for a 2nd time about the same unresolved issue. * Calling 3 or more times within seven consecutive days for the same issue. | |

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| Repeat Call Scenario Guide |

**Note:** For crisis calls, refer to [Handling Crisis Calls (024225)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b3d92dd-46c5-4ee7-b1be-7a4c849206ed).

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| **Scenario** | **Action** |
| Calling for a **2nd** **time** about the **same unresolved** issue | Icon_-_Conversation I apologize, let’s walk through this together.  **CCR:** Ask relevant, clarifying, or probing questions to understand the caller’s unresolved issue(s). Address callers’ spoken and unspoken needs to prevent a callback.   * If the member requests to escalate the issue, warm transfer to the Senior Team, refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) or [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7).   **Review the following with the member:**   * Self-Service options:   + [Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6),   + [Compass - Caremark.com Quick Registration (057129)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b9a88e0-b8ac-472a-925b-dfc9e016614a), and   + [Caremark.com - Mobile App Navigation (096977)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f08a252-faee-4b46-8034-b0de97472c49). * Review the CIF, then explain plan design, programs, and offerings. * Provide accurate order shipping information. Refer to [Compass - Shipping Guidelines and Fees (053427)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e77f513c-0e5e-4aaa-b674-de935ed25901). * Resolve open orders, future fill dates or expiring Prior Authorizations (PAs). Refer to: * [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) and * [Compass - Override / PA History (050015)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74e6ea18-d5de-4ba0-9529-5d452f814e93). * Verify any Prior Authorization (PA) requests have been started and sent to the correct doctor. * Provide information for the correct PA department if there have been any issues with the doctor receiving requests. Refer to:   + [Compass – Viewing and Advising on Prior Authorization (PA) or Clinical Exception Status (056368)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6d3aac37-46a9-4417-ac20-fa3a32337652).   + [Prior Authorization and Clinical Exceptions Scenarios (063995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb502149-98f6-43eb-935c-8d467702a50c)   + [Compass - Initiating an ePA Request (055814)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18bb86b7-af5b-4f25-af23-9c635e8a0aa4)   + [Compass – Viewing and Advising on Prior Authorization (PA) or Clinical Exception Status (056368)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6d3aac37-46a9-4417-ac20-fa3a32337652) |
| **Contacting 3 or more times** **within seven consecutive days** for the same issue.   * Caller indicates they have called multiple times for the same issue.   **OR**   * From the case comments, you recognize the caller has a history of calling on the same issue that remains unresolved regardless of the time period. | I apologize; it appears we are still processing this request. Please allow me to transfer you to our Senior Team, who can provide further support. May I place you on a brief hold?”  **CCR:** Complete a procedural transfer by Warm transferring to the Senior Team, refer to [Compass - When to Transfer Calls to the Senior Team (057524)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7653e7c2-1a97-42a0-8a81-6267c72e1ca9) or [Compass MED D - When to Transfer Calls to the Senior Team (062944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0990aac5-274f-424d-9400-546d74b3fed7).  **Note:** If member has a dedicated team or is calling about a client managed Health Plan issue (issue that can only be resolved by the client and CVS unable to help with the need, but they have called us multiple times) then warm transfer to their dedicated Senior Team. Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad) - Senior Team section.   * **Med D HealthPlan / Med D EGWP:** Warm transfer 1-877-209-5167, Option 2 (Internal number only, do not disclose). * **Blue Medicare Rx (NEJE) Dedicated Senior Team:** Warm transfer to 1-800-790-6382, Option 2 (Internal number only, do not disclose).   I have a Repeat Caller; the Member ID is <ID #>. The members’ name is <name of member>, they have been fully authenticated. The reason for the call is <brief explanation>.    **Notes:**   * Choose **Transfer** as the reason for closing the case when documenting. * Include one of the following keywords in the Case Comments: Repeat, Multiple, or Unresolved Issue.     **Note:** If there is a Long Hold Time (longer than 5 minutes) waiting for Senior Team:  Icon_-_Conversation I understand your time is important; however, there is an extended wait for the Senior Team line, would you please continue holding?   * If yes, continue to hold for the Senior Team.   **Note:** If the caller gives permission for longer hold, continue to check in every five (5) minutes.   * If the member refuses to hold for the Senior Team or asks for a supervisor, contact your supervisor or a Supervisor on Duty and follow their direction. Check in with the member every two (2) minutes until a resolution is determined. |

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| Related Documents |

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

**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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