# PeopleSafe - Refund

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**Description:** Used to determine why a refund check was issued, and details how to initiate a refund to a member’s account.

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| Check Received for Unknown Reason |

Caller has received a check from the PBM and does not know the reason. Perform the steps below:

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| **Step** | **Action** |
| **1** | Review order history on main screen in PeopleSafe for a full RTP’d order.   * If a payment was sent with the order that was Returned to Participant (RTP’d), the PBM sends a refund to the member. |
| **2** | Review Transaction History to determine if a refund check was issued for credit on file. |
| **3** | Review Claims History. If unable to determine why check was issued, contact the [Senior Team (016311).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)  **Turn Around Time**: Up to three (3) business days. |

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| Issuing a Mail Service Refund |

* Issue a refund for an amount other than the current balance.
* Issue a refund when there is a zero balance.
* Issue a refund to a credit card or electronic check account which is not tied to an order.

Important Information Icon **Under no circumstance** is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. This includes but is not limited to RM task comments/notes and stop-see comments. Credit card numbers and E-check routing and account numbers may only be entered in system-specified credit card number/E-check routing and account number fields. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.

To request a refund, create a payment dispute RM task with specific details justifying why this special refund is warranted as follows:

* **Task Category**: Billing/Payment
* **Task Type**: Payment Dispute
* **Queue**: Finance - Northbrook

**Turn Around Time**: Up to three business days.

**Note:** Verify full name and address that the check should be issued and mailed to.

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| Refund a Credit Balance |

This process will outline the procedure for issuing a refund based on a credit, which exists on the member’s account. Types of credits that can be issued via the Transaction History screen:

* [Manual Refund (Paper Check)](#ManualRefund)

* [Credit Card (including FSA or E-Check Refund)](#FSACardsorECheckAccountRefund)

 There is a **known system issue** that when a payment option is deleted and added back the refund is not allowed. Do **not** delete any payment options from the system until after the refund has occurred or until the payment task is completed if it relates to an unauthorized charge. Create a Payment Dispute task for this type of refund.

**Manual Refund (Paper Check)**

Perform the steps below**:**

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| **Step** | **Action** | | |
| **1** | Access the Transaction History screen in PeopleSafe.   * If the account balance is **negative,** we owe the member a refund. Continue to the next step. * If the account balance is **positive,** the member needs to make a payment. Refer to [Balance - Mail or Make Payment (010988)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb2539c7-166b-4d62-a300-adf608e505ce). | | |
| **2** | Select Manual Refund from the Transaction Type drop-down menu.  **Result:**  PeopleSafe automatically selects debit. | | |
| **3** | Review the amount of the credit. | | |
| **If the credit is…** | **Then…** | |
| Greater than $100 | Review the Transaction History in PeopleSafe to ensure accuracy of the credit. | |
| **If…** | **Then…** |
| Accurate | Select **Apply**.  **Turn Around Time**: Accounts Payable issues the refund check within four (4) business days.  **Note**: Verify the full name and address where the check should be issued and mailed. |
| Not accurate | Create a Billing and Payment Dispute task.  **Note**: Verify the full name and address where the check should be issued and mailed. |
| Less than $100 | Accurate | Select **Apply**.  **Turn Around Time**: Accounts Payable issues the refund check within four (4) business days.  **Note**: Verify the full name and address where the check should be issued and mailed. |
| Not accurate | Create a Billing and Payment Dispute task.  **Note**: Verify the full name and address where the check should be issued and mailed. |

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**Credit Card (Including FSA or E-Check Refund)**

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Access the Transaction History screen in PeopleSafe.  High Importance A refund cannot be applied to a credit card if an order is in process. | |
| **2** | Select **CC Refund** or **E-Check Refund** and the appropriate payment method from the drop down **then** continue to next step.    **Result:** PeopleSafe auto-populates the Debit radio button.  Icon - Important Information Do not remove payment methods until this refund has been completed ([Known System Issue](#KnownSystemIssue)). | |
| **3** | Determine if the member requires a full or a partial refund. | |
| **If…** | **Then…** |
| Partial Refund | Create a Payment Dispute RM Task as follows:   * Task Category: **Billing/Payment** * Task Type: **Payment Dispute** * Queue: Finance – **Northbrook** * Enter detailed notes for partial refund requested |
| Full Refund | Select **Apply**.  **Turn Around Time**: Accounts Payable issues the refund within three (3) business days.  Do not remove the payment method from the account. If the member wants the payment method removed after the credit is applied, they will need to call back.  We issue approved refunds within three (3) business days. The Financial Institution (**Examples:** Bank, HSA, etcetera) releases the funds back into member’s account according to the Financial Institution’s guidelines. Due to the Financial Institution’s internal processing times, member may see a delay in refund.  **Note:** If you select a payment type, which has not been previously used on the PBM account, PeopleSafe displays an error message. If this occurs, send a payment dispute task to request the refund and enter sufficient/specific notes. Refer to [Issuing a Mail Service Refund](#_Issuing_a_Mail). |

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| Request Status of Issued Check/Check was Issued as an Assignment of Benefits (AOB) |

This covers the process CCR’s use when the member or AOB (Assignment of Benefits) needs to know the status of the check that was issued to them.

Perform the steps below:

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| **Step** | **Action** |
| **1** | In PeopleSafe, access the **Rx Detail Financial** screen to view AOB information. |
| **2** | From the **Main Screen,** click on the **View** **Comments** button to see if the check was returned to the Mail Order pharmacy by the Post Office. Provide the member or the AOB with the status indicated in the Comments field. |

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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)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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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