# Being a Power House Asking Probing Questions

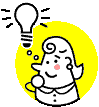
[When to Ask Probing Questions](#_Toc169170509)

[How to Ask Probing Questions](#_Toc169170510)

[Related Documents](#_Toc169170511)

**Description:** Provides tips for when to ask our members probing questions which helps to avoid misunderstandings.

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| When to Ask Probing Questions |



Ask probing questions to ensure that you fully understand what the caller’s needs are, and how to best assist the member. Often the caller does not know how to ask or tell us what they need. In this case, we get to the ROOT of the issue with probing questions.

**Examples:**

1. Caller states they were told they need Prior Authorization.

* Prior Authorization may be the best option, but have they tried alternatives, etcetera?

1. Caller is upset because they received a medication they did not order.

* Combine research with probing questions to determine the reason. Did their prescriber send us the Rx? Was an Rx transferred recently? etcetera

1. Caller is asking about plan options for the upcoming Open Enrollment

* What are their concerns? How can you help them best? Which medications might they need?

You may also ask probing questions to ensure the CALLER understands the information YOU provided. Remember, first seek to UNDERSTAND.

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| How to Ask Probing Questions |

Incorporate some or all the five W’s and How: **Who**, **What**, **When**, **Where** **Why** & **How**

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PROBING questions are intended to dig deeper into **specific** information. We want to ask close-ended questions to obtain facts about the situation and diagnose how we can resolve the members’ concern. Each question should be focused on the reason for the members’ call. We also might ask probing questions to redirect a caller back to the reason for their call.

**Examples:**

1. “I want a Supervisor.”
   1. “I can definitely connect you with a resolution expert; so that I can properly inform them, can you please explain to me **what** happened?”
   2. “**Who** did you speak to previously?”
   3. “**When** did everything take place?”
2. “Where is my order?”
   1. “I’m happy to help James; **what** is the name of the medication?”
   2. “**When** was the prescription sent in?”
   3. “**How** was the prescription sent in?” (mailed, electronically, etcetera.)
   4. “Can you please confirm **what** address was this supposed to be sent to?”
3. “How much is my copay?”
   1. “I can absolutely check for you Jane; **what’s** the name of the medication?”
   2. “To ensure we have an accurate quote, can you please tell me **How** many pills you take per day?”
   3. “**Where** would you like to get your medication filled?”
4. “Why is my copay so expensive?”
   1. “I can definitely look into your copay John; **what** is the name of the medication?”
   2. “**Where** did you get your medication filled, at Retail or by Home Delivery?”
   3. “**When** was the last time you filled this medication?”
5. Why isn’t my medication covered this year?
   1. “I’d be glad to look into this for you James; **what** is the name of the medication?”
   2. “**When** was the last time you received this medication using your benefits?”
   3. “**Where** did you last get your medication filled, at Retail or by Home Delivery?”

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| Related Documents |

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