# PeopleSafe - Being a Power House - Submitting Resolution Manager Tasks

[Selecting the Correct Member](#_Toc197420942)

[Selecting the Correct RM Task](#_Toc197420943)

[Related Documents](#_Toc197420944)

**Description:** Information on how to submit Resolution Manager Tasks.

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| Selecting the Correct Member |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Verify that there is not an existing Resolution Manager task for the issue in question by accessing the View Activityscreen. |
| **2** | Click on the **Resolution Manager: New** tab. |
| **3** | Verify that the correct member is highlighted at the top of the screen.  Icon_-_Important_Information If not, a Class 1 Error can result from requesting the medication for the wrong member which are escalated to management for review. |
| **4** | Continue to [Selecting the Correct RM Task](#_Selecting_the_Correct) section. |

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| Selecting the Correct RM Task |

Perform the steps below:

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| **Step** | **Action** |
| **1** | Select the **Task Category**, **Task Type**, and **Queue**. Refer to [Resolution Manager (RM) Task Types and Uses (029980).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c) |
| **2** | Select the fields: **Task Category**, **Task Type**, and **Queue**. |
| **3** | Include any additional information as required for the task. Required fields are identified with an asterisk (**\***). |
| **4** | Review and confirm all information in the required fields of the task with the caller. Pay close attention to the complete drug name, strength, dosage form, and directions.  Icon_-_Important_Information If you do not, a Class 1 Error can result from submitting the task with the incorrect drug, strength, dosage, or information which are escalated to management for review. |
| **5** | Click the **Save and Clear** button.  **Icon_-_Important_Information** The Save and Create Follow Up button should **not** be used, and the Save and Create Callback button should only be used when instructed to do so (**Example:** When creating an Order Lost in Transit RM Task). |

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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)

[Safeguarding Members with Quality and Care (Class 1 Error) (028175)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3fd24302-2256-4302-8eb1-b4347f4faadd)

[Be a Customer Care Power House Index (008982)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b0390db-a2ed-4307-b9c5-b842130225e9)

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

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