# **PeopleSafe - Accessing and Reviewing Automated Outbound Call Activity Notes**

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**Description**: Information about the **View Activity** screen in PeopleSafe which has fields that identify automated order outbound calls. This is used to view the Notes when the member is questioning a call, they received from us.

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| **Process** |

**Note:** Call dispositions are not in real time as there is up to a 4-hour delay. If the information regarding the outbound call is not displaying, the data feed may not have been received.

Perform the step listed below:

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| **Step** | **Action** |
| **1** | From the **Main** screen, select the **View Activity** tab.  **Result:** PeopleSafe displays theView Activityscreen.  A screenshot of a computer  AI-generated content may be incorrect.  **Field Information related to this process:**   * **Created by:** Automated Call (Outbound Call Vendor) * **Form of Contact:** Outgoing Phone Call (Mail Order Pharmacy) * **Activity:** (Order Inquiry) |
| **2** | Move to the Activity Notes section of the screen and click on the hyperlink for the call to review.   * **CTI Call Type:** OBIVRXferRefillAvail * **CHV (Communication History Viewer):** Order Shipped: Notified member that an order has been shipped. If six (6) or more Rx’s are included in the alert, no specific prescription information is provided. * Prescription ending in 1000 * Prescription ending in 2000 * Prescription ending in 3000 * Prescription ending in 4000 * Prescription ending in 5000 |

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| **Frequently Asked Questions and Answers** |

Use as needed:

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| **Question/Statement** | | **Answer** | |
| Is there a different message for Automatic Renewal and Automatic Refill? | | This is known as ARP (Automatic Refill Program). There is no consent involved and these are informational alerts. | |
| Is there any functionality that will allow current Welltok alerts not included in CHV **(Communication History Viewer)** to be included? | | No, only the 11 alerts that were already there will be included in the Communication History Viewer.  No new alerts will be added to the Communication History Viewer. | |
| Will there be a delay in viewing the results from the time that the member takes an action in the Outbound IVR and when we see it in PeopleSafe or the portal? | | Yes, it can take up to **four** hours for the member’s actions to show up in PeopleSafe and on the portal. This information or changes are not visible until communicated by the vendor.  **Example:** When a member initiates a refill through outbound IVR, there will be a delay between when the member places the refill and when it displays in PeopleSafe. | |
| Will the outbound IVR notify the member how many refills remain, or if the prescription is due for a refill? | | No, there is not a dynamic element that indicates: You have refills remaining.  We have two specific alert categories that identify: You need a refill **or** Your prescription needs to be renewed.  Three (3) alerts are sent out to you as refill reminders. The last one will indicate that you are out of medication. | |

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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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