# PeopleSafe – Retail POS Claim Adjustment Indicator

[Identifying a Claim Adjustment (PeopleSafe)](#_Toc99371558)

[Related Documents](#_Toc99371559)

**Description:** How to identify if a Claim Adjustment was performed in PeopleSafe.

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| Identifying a Claim Adjustment (PeopleSafe) |

To identify if a claim has received an adjustment, the following Adjustment Indicator(s) are revealed in the **“Status Date/Status”** column on the Main Screen.

The following are adjustment types that display:

* Adjustment – Paid
* Adjustment – Rejected
* Adjustment – Reversal

To view additional information regarding the adjustment:

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| **Step** | **Action** |
| **1** | From the Main Screen (ALL tab or MAIL tab), click the blue **Rx Number hyperlink**.  **Example:** |
| **2** | Select the **View Financials** button from the lower left-hand corner and then the **View** **Settlement Codes** button in the lower left-hand corner to view additional information regarding the adjustment type.  **Examples:**  **View Financials**    **View Settlement Codes** |

For additional details on rejections and issue resolution, refer to [Test Claim Reasons Why It Was Rejected (031771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f0e7b3c-0522-4477-9b3f-8c3a71f09d6a).

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

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