# Customer Research Request Government Claims

[Process](#_Toc102988429)

[Resolution Time](#_Toc102988430)

[Related Documents](#_Toc102988431)

**Description:** Process to use if an authorized party calls to dispute the way a claim was processed: Government Claims (VA, Medicaid, Medicaid nursing home).

**FEP and MED D:** Does NOT apply.

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| Process |

Perform the following steps to set up a Customer Research Request for Government Claims:

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| **Step** | **Action** | |
| **1** | Obtain EOB number of Claim in question then access PeopleSafe. | |
| **2** | Click on from the then highlight the EOB number and click on button. | |
| **3** | Verify **all** information on the EOB with the member:   * Day’s supply * Quantity * Drug Name * Member's Name * Price paid * Fill Date * Rx Number | |
| **4** | From the , click on Prescription Number in question and click the button. | |
| **5** | Click the button to view the Prescription Detail - Financials. | |
| **If the claim was processed…** | **Then…** |
| Correctly | Inform the caller. |
| Incorrectly  **Note:** Prescriptions that were Network Re-priced are not processed incorrectly. | Identify what needs correcting. |
| **6** | Click on a prescription number in question, then click on the button to access Claim Overview screen. | |
| **7** | Make note of Claim Number, highlight it and click on to view the line numbers for each prescription processed under the specific claim number. | |
| **8** | View the Claim Type column (to identify it is a VA claim) and list each line number that needs correction. | |
| **9** | Create a Resolution Manager Task:   * **Task Category:** Paper Claims * **Task Type:** Participant Research Request (CRR) * **Queue:** Paper Claims - San Antonio Government claims * **Notes:**  Indicate Reason for Adjustment in Notes box (Be specific)   **Reminder:**  Prescriptions that are Network Re-priced are not a valid request for an adjustment. | |
| **10** | To create a request for an exception to the plan, create a Resolution Manager Task:   * **Task Category:** Customer Care Internal Process * **Task Type:** Account Executive Consideration * **Queue:** CC Internal Processes * **Notes:**  Indicate Request/Reason in Notes box   **Reminder:**  Requests requiring exceptions to the plan require the Client’s Benefits Administrator or Caremark Account Manager to submit the CRR Request in writing. | |

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| Resolution Time |

Up to 14 business days

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| Related Documents |

* [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)
* [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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