# PeopleSafe - Same Client Code/Same Id# (Multiple Cardholders)

[Process](#_Toc157408390)

[Resolution Time](#_Toc157408391)

[Related Documents](#_Toc157408392)

**Description:** Provide information for when a planmember is unable to use RxRequest (IVR) or the Member Web Portal due to multiple cardholders with the same client code, or multiple lines of active eligibility.

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| Process |

**Reminders:**

* The employer client code must be the same. Two different client codes cannot be merged.
* Dependent to Cardholder can be merged; however, cardholder to dependent cannot be merged.
* The Member ID must be the same. Two different Member IDs cannot be merged.
* Termed files cannot be merged.

If the plan member is unable to use RxRequest or the Member Web Portal due to multiple cardholders with the same client code, or multiple lines of active eligibility, follow the steps below:

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| **Step** | **Action** |
| **1** | Access PeopleSafe and access the plan member’s account using the appropriate ID number. |
| **2** | Highlight the correct line of eligibility. |
| **3** | Assist the plan member based on their request.   * If request is for a refill of a prescription found under the same client code/same ID, create an RM task:   + Task Category: Order Placement   + Task Type: Refill Request – Manual   + Queue: Dispensing Pharmacy   + Place the following comments in the Notes box: “Plan member unable to use RxRequest or Member Web Portal due to multiple lines of eligibility.”   + Method of [payment (025593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47bdca4c-e5e7-4887-856d-ff34db37dfc2) (if applicable)   + Address Verified (Must be verified and noted in comments for processing)   + Alternate shipping address (if applicable) |
| **4** | Create RM task to merge the two lines of eligibility:   * Task Category: **Eligibility** * Task Type: **Multiple Cardholders Same Client Code/Same ID#** |
| **5** | Offer the member a callback once the request has been processed.   * If member agrees, follow the procedure for [Participant (Member) Callback Request (010590).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf) * If member declines the callback, advise them that they can call Customer Care 24 hours a day, 7 days a week to check the status.   **Note:** Member should be encouraged to only callback after the 5-business day TAT. |

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| Resolution Time |

Up to five business days.

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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)

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

[Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)

**Parent Documents:**

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

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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