**PeopleSafe - Reissue A Stale Dated Reimbursement Check**

[Process](#_Toc169764407)

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**Description:** Use for requests to reissue a stale dated, previously processed check, not yet considered Unclaimed Property (180 days to two years).

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| Process |

Reimbursement checks are printed with a reminder“**Void After 180 days.”** A reissue may be requested **only** after 30 days have passed from the check issue date (**30 days - No Exceptions).** This is a check that has never been cashed or deposited nor considered Unclaimed Property (not to exceed two years past check issue date).

Perform the steps:

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| **If the need is to…** | **Then…** |
| Request to Reissue Stale Dated Reimbursement Check | 1. Ask if the member has the original copy of the previously issued check to determine if the initial 30-day waiting period has been met.   **Active, Stale Dated Not Considered Unclaimed Property**   * **Active Status**: 30-days to 180-days initial time allowance not yet void, no returned fees * **Stale Dated:** Check not cashed 180 days + issue date void, possible bank fees * **Not Unclaimed Property:** Stale Dated 180 days to two years, void, possible bank fees     **Note:** For the correct task process for considered as **Unclaimed Property**, (two + years), refer [**Unclaimed** Property / Checks Not Cashed](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f2c2186-2c53-441a-be44-3d0940df202f) (018700)   1. Research in Paper Claim Prescription Details   **Note:** Paper Claim number hyperlink RX #>View Financials> View Reimbursements> View Details   1. Verify at least 30 days has passed to allow the request to be made, copy check details for use later in this process.  * If Paper Claim reimbursement details are N/A or the claim not found:   + Verify sender of check, ask probing questions to determine estimated issue date.   + View Comments, view communications in Communication Tab and refer to the CIF. Upon review, if cannot resolve, contact the Senior Team. ([Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)  1. Educate the member:  * If unable to locate check details, or if call escalates warm transfer to the Senior Team ([Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51)\_ or [MED D (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77). * If a member finds a stale dated check, advise **not** to cash/deposit to avoid being charged financial institution fees. * Advise the member to write VOID across check and then **only** destroy the voided check **when** new one is received. * Copy related details to include in RM Task notes and make corrections before adding the RM Task.   **Create an RM Task as follows:**   * **Task Category**: Retail * **Task Type**: Research/Reissue/Stop Payment * **Queue**: Member Payment      1. Add detailed Notes (mandatory) and complete boxes marked with an asterisk to successfully submit the task.      1. Click the **Save and Clear** button. 2. Notate theRM task ID that populates if a call back is requested.   When we reissue this check, if by chance you have any additional outstanding checks, please be aware we will reissue those at the same time.If you locate any uncashed checks from us, please do not deposit or cash those checks. Cashing or depositing the outstanding checks for reimbursements from us will be returned and cause unnecessary fees from your financial institution.  **Note:**  The check is only reissued to the cardholder’s name. If the caller asks to escalate, warm transfer to the Senior Team ([Commercial (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) (018060).  **Turnaround Time:** The reissue process can take up to 30 calendar days to complete. Member should expect to receive a reissued check within 8 weeks of task completion. |
| **Reissue a Stale Dated Check (2+ years from check issue date)** | Refer to [Unclaimed Property / Checks Not Cashed](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f2c2186-2c53-441a-be44-3d0940df202f) (018700). |
| **Member Request a callback and it is not an escalation** | 1. Create a Callback task:  * **Task Category**: Customer Care Internal Process * **Task Type**: Participant Callback Request * **Queue**: CC Internal Research/Richardson * Provide the RM task ID from previous task submitted * Complete the mandatory fields and detailed notes      1. Click **Save and Clear** button to the left only. Educate the member on the estimated TAT when to expect a call back.   **Note:** If requested, member can expect to receive a call back within 5 business days, which does not account for holidays or weekends. |

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| **Related Documents** |

[Customer Care Abbreviations and Definitions and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) Index (017428)

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

[Replace a Check that Has Not been Cashed or Deposited (Considered Lost or Stolen) (029739)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=e6c3e7f1-9fff-41f7-8f5f-e2c3a40cbb37)

[Refund Stop Payment Check Reissue (004580)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b529fcee-1566-4001-a703-ce8b63186cb2)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) and [CALL-0011 Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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