# Resolution Manager (RM) Task Types and Uses

[Verifying There is Not a Task in Process](#_Toc205958230)

[Billing/Payment](#_Toc205958231)

[Commercial Appeals](#_Toc205958232)

[Commercial Prior Authorization](#_Toc205958233)

[Eligibility](#_Toc205958234)

[Fulfillment](#_Toc205958235)

[Internal Process](#_Toc205958236)

[Medicaid Prior Authorization](#_Toc205958237)

[Medicare D](#_Toc205958238)

[Medicare D Enrollment](#_Toc205958239)

[Medicare D Premium Billing](#_Toc205958240)

[Medicare Part B Handling](#_Toc205958241)

[Order Placement](#_Toc205958242)

[Order Status](#_Toc205958243)

[Paper Claim](#_Toc205958244)

[Plan Design](#_Toc205958245)

[Prescription (Rx) Verification](#_Toc205958246)

[Retail](#_Toc205958247)

[Create a Task](#_Toc205958248)

[Cancel or Add Notes to RM Task](#_Toc205958249)

[Related Documents](#_Toc205958250)

**Description:** Includes RM task type information such as ensuring a task is not in process, turnaround time, uses, hyperlinked procedures and how to create or cancel a task.

**** Under no circumstance is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. This includes but is not limited to RM task comments/notes and STOP SEE comments. Credit card numbers and E-check routing and account numbers may only be entered in system-specified credit card number/E-check routing and account number fields. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.

|  |
| --- |
| Verifying There is Not a Task in Process |

Verify that a task for the same issue has not been previously created by clicking on the View Activity tab in PeopleSafe (top left). If a task was previously submitted, click on the hyperlink of the previous task and then the detail and status displays.

|  |  |
| --- | --- |
| **If…** | **Then…** |
| Task has been created. | Do not create another and advise the member that the request is still in process.  Click on RM Task hyperlink. Read the action(s) and when they were completed.   * If it has been four or more days and the task remains open. Warm transfer the call to the Senior Team.   **Note:** Do **not** create another task. |
| It has been four or more days and the task remains open. | Warm transfer the call to the Senior Team.  **Note:** Do **not** create another task. |
| Task has **not** been opened. | Create a task. Refer to the appropriate work instructions in this document. |
| Previous task has been closed. | Advise the member of the results. |
| Previous task has been closed and sent to CC Quality Queue AND the quality task is open. | Create the appropriate task. |
| Previous task has been closed and sent to CC Quality Queue AND the quality task is closed. | Do **not** create another task. The Resolution Manager Team follows up. |
| Unsure about sending a task. | Contact your Senior Team or Supervisor to clarify. |
| Instructed to create a new task by someone else such as a supervisor or Senior Team. | Document in the task the name of the person who told you to send the task. |

[Top of the Document](#_top)

|  |
| --- |
| Billing/Payment |

This includes Invoice Copay Payment Dispute, Reverse and Reprocess Claim, and Unauthorized Payment Transaction.

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time**  **(This does not include the amount of time it takes to reach the member)** | **Uses** | **Associated Work Instructions** |
| **Payment Dispute** | Up to 3 business days. | * Issue a refund for an amount other than the current balance. * Issue a refund when there is a zero balance. * Issue a refund to a credit card or electronic check account which is not tied to an order. * Member is disputing their Transaction History Balance Due Amount. Detailed Notes are essential. * Check Look Up is not able to locate a check for the member.   **Note:** The check must have cleared (deducted from their account) at member’s bank.   * Member requests the charge of an order to be placed on another credit card **after** the order has been shipped. * Transfer credit balance between accounts (submit task in account you are transferring from. Add detailed notes). * Member needs a payment transaction report for their records or to provide to their FSA and we are unable to request an invoice due to order being over 30 days old. * Member requests a receipt for a payment made to an outstanding balance, and the payment confirmation number is invalid.   **Note:** Task must be completed in entirety including the check number, amount, and date written. The check used for payment must have cleared the member’s bank. | [PeopleSafe - Balance Transaction History/Payment Dispute (Home Delivery/Mail Order Claims Only) (004578)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba2c70ed-7f0c-4779-98b6-9bc1eb9bbb1f) |
| **Invoice Copy** | Mailed within 2 business days. | * Member requests a duplicate invoice in the original language copy within **30 days** of the order ship date.   **Note:** If the member is requesting an invoice for a specialty medication, refer to [PeopleSafe - Specialty Pharmacy (CTS- Caremark Therapeutic Pharmacy Services Call Handling (007148)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2eb2f621-bbbb-4e0e-9189-6b47d44f42b3).   * To request Invoices in a different language within 30 calendar days. | [PeopleSafe - Statement Invoice Copy Request for Previous Orders (017800)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5f11c92-6544-4d2c-b064-27cd5a910b0b) |
| **Reverse and Reprocess Claim**  **(Commercial Claims only)** | Up to 3 business days. | Used when claims are processed incorrectly.  **Example:** Member charged copay for Diabetic supplies when the Diabetic Bundling Kit should have been applied.   * Reversals: Only used for paid claims. * Claim needs to be reprocessed through another account or line of eligibility. * Task must be input using the ID number for the claim that was processed incorrectly. * Reverse and Reprocess: Must be requested within 90 days of initial adjudication, except for the State of New York, which is 120 days.   **Note:** Expired prescriptions cannot be reversed & reprocessed. | [Copay Mail Order Reverse and Reprocess Claim (021894)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882)  [PeopleSafe - RxClaim Claim Reversal (106476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eebf4268-8fbe-4db4-9abc-2433d2d5ba07) |
| **Unauthorized Payment Transaction** | Up to 5 business days including research and reimbursement to their payment account. | Created when the caller informs us that a charge has been made that was not authorized. | [PeopleSafe - Payment - Unauthorized Payment Transaction (017658)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f3e89985-0ee9-4e15-ace8-e3bfbb52083b) |

[Top of the Document](#_top)

|  |
| --- |
| Commercial Appeals |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time**  **(This does not include the amount of time it takes to reach the member)** | **Uses** | **Associated Work Instructions** |
| **Commercial Urgent Verbal Requests** | Up to 3 business days. | External review. | [Appeals (007339)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7126d2-19b7-4743-913c-8e9dd7329c08) – section titled: External Review RM Task. |
| **Commercial Initial Benefit Review** | Up to 2 business days. | Request an “Initial Benefit Review” letter be mailed to the member. | [Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)  [Prior Authorization Questions and Answers (074022)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e1f9ddb2-60d2-4249-96b5-6d0b2b1849bf)  [When to Contact the Prior Authorization Team (063998)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0bef465-4a70-4ebe-aced-908aad7eec38) |
| **Commercial Written Notification** | Additional processing time maybe required.  **Note:** We sometimes depend on a third party for this request, no Turnaround time can be documented. If a TAT is required, contact the Prior Authorization department. | Non-English Languages can be requested.  When a member contacts Customer Care, requesting their Prior Authorization or Appeal documentation be sent in one of the four languages: Spanish, Chinese, Navajo, or Tagalog. | [PeopleSafe - Prior Authorization & Appeal Written Notification Task for Different Languages (063565)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=15505bcd-dacf-44c1-9f7f-434808ba219e) |

[Top of the Document](#_top)

|  |
| --- |
| Commercial Prior Authorization |

**Note:** These tasks should only be used when:

1. The provider’s office does not participate in CoverMyMeds. (The member’s statement is not confirmation the provider does not participate.)
2. Rare cases where CoverMyMeds is unavailable.
3. Within CoverMyMeds, if the drug name/strength/formulation that the member needs is not available or does not populate in the search field for the prescribed drug, the CCR must contact the Senior Resolution Team for assistance. If confirmed that the drug is not available, contact the Prior Authorization team at **1-800-294-5979**.

**Note:** The Commercial Contact MD for New PA task should **only** be used if the drug name/strength/formulation that the member needs is confirmed not available, and the Prior Authorization team is closed.

Refer to the following information for each task type:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | | **Associated Work Instructions** | |
| **Commercial Contact MD for New PA** | Up to 2 business days. | Initiate the Prior Authorization (PA) process.  **Result:** The PA department will send a fax to the prescriber’s office for the prior authorization request. **For Commercial clients only**.  **Note:** Used when ePA process is unavailable, and if used detailed notes as to why ePA was not completed instead must be entered. | [Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)  [Prior Authorization Questions and Answers (074022)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e1f9ddb2-60d2-4249-96b5-6d0b2b1849bf)  [When to Contact the Prior Authorization Team (063998)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0bef465-4a70-4ebe-aced-908aad7eec38) | |
| **Contact MD for Exception** | Up to 2 business days. | Some plans may allow for an Exception Review when there is no PA option listed in the rejected claim/test claim. (**Example:** DAW Brand penalty, tiering, etcetera)  **Reminder:** Review the plan’s CIF.  **Note:** Should not be used, refer to ePA process to submit Exception Request. | [Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)  [Prior Authorization Questions and Answers (074022)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e1f9ddb2-60d2-4249-96b5-6d0b2b1849bf)  [When to Contact the Prior Authorization Team (063998)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c0bef465-4a70-4ebe-aced-908aad7eec38) | |

[Top of the Document](#_top)

|  |
| --- |
| Eligibility |

**Reminder:** Perform a **full** search for member including ID#, Name, Date of Birth (DOB).

 Refer to the CIF to determine who handles eligibility before submitting an RM task or calling the Eligibility Center of Excellence. Refer to [PeopleSafe - Resolution of Eligibility Issues (004587)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad278185-117d-433f-bdc2-9327b93c1944) for detailed information.

**Tasks created when an eligibility issue arises due to the following:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time**  **(This does not include the amount of time it takes to reach the member)** | **Uses** | **Associated Work Instructions** |
| **Ineligible Participant/Spouse/Dependent** | Up to 5 business days. | No active eligibility is found for the member, spouse or dependent within PeopleSafe. | [PeopleSafe - Resolution of Eligibility Issues (004587)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad278185-117d-433f-bdc2-9327b93c1944) |
| **Multi Cardholder Different Client CD/ID#** | Up to 5 business days. | Eligibility needs to be corrected because the member ID number pulls up multiple lines of eligibility, all for that member but for more than one client, causing the member to be unable to use the automated services. | [Different Client Codes (Multiple Cardholder) (002394)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7f7e9254-b78f-4b9e-988b-c65ea56211c4) |
| **Multi Cardholders Same Client Code/ID#** | Up to 5 business days. | Eligibility needs to be corrected because the member ID pulls up multiple cardholders sharing the same ID **and** the same client code, causing the member to be unable to use the automated services. | [PeopleSafe - Same Client Code/Same ID# (Multiple Cardholders) (002390)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4f49c13-6719-4abd-95a8-84a2d37816ce) |
| **Participant/Spouse/Dependent Not on File** | Up to 5 business days. | There is no record, active or terminated, in PeopleSafe for the member, spouse, or dependent. | [PeopleSafe - Resolution of Eligibility Issues (004587)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ad278185-117d-433f-bdc2-9327b93c1944) |
| **Multiple Birth** | Up to 5 business days. | Twins - Created when a request needs to be sent to the Account Management Team to update the multiple birth indicators in RECAP and RxClaim. | [PeopleSafe - Twins (Rx) Adjudication (Multiple Births) (025065)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc2957e6-d277-44fd-bdb0-37ce06631786) |

[Top of the Document](#_top)

|  |
| --- |
| Fulfillment |

**Note:** The **majority** of these requests can be utilized from the main screen of the member’s account using the Order Fulfillment button located at the bottom of the main screen.

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time**  **(This does not include the amount of time it takes to reach the member)** | **Uses** | **Associated Work Instructions** |
| **Alternate or Accessible Formats**   * **Large Print** * **Braille** * **Data CD** * **Audio CD** | Up to 3 business days. | Members can request after the published document has been sent to them to republish in the format of their choice. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment - Alternate or Accessible Formats. |
| **Appeals Form** | Up to 3 business days. | Appeal in Client Plan Design. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Table. |
| **Authorization Form: One-Time or Extended (Ongoing) Authorization Release** | Up to 3 business days. | Used when the member requests a one-time or extended authorization form.  Member can download it on Caremark.com.  Do not use Fulfillment Automation in PeopleSafe**.**  **Note:** Review the CIF, some plans do not allow the member to access Caremark.com directly.  **MED D:** AOR form. | [PeopleSafe - Forms Members Can Submit to Authorize Access and Release of Information for Their Account (007394)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=970803bb-c0d8-4180-ae71-a8feab415b65)  [MED D - Appointed Representative Form (AOR) or Power of Attorney (POA) (021424)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4008954a-0d95-4ea9-add2-3a7dfa02c718) |
| **Benefit Information – Varies by Client** | Up to 3 business days. | * When Automation is not working. * Use when member needs more than two (2) cards (each request generates two (2) cards), this applies to same day requests only. If more than one (1) calendar day has passed Automation should be used. | Varies by Client - Validate in CIF  [PeopleSafe - Member ID Card/Benefit Info (Kit) & Replacement (008174)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f8164eb0-4f1b-404c-95c8-3d885186138e) |
| **Bulk Literature** | Up to 3 business days. | * When Automation is not working. * Client Support Use Only. * Requests more than five (5) forms. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Automation. |
| **Caremark.com Brochure** | Up to 3 business days. | Member can request. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Automation. |
| **Caremark Direct Brochure MED D** | Up to 3 business days. | When Automation is not working. | [MED D - Caremark Direct/Direct Sales (027459)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ca01f048-e548-4b85-aba1-62663fdaf236) |
| **Claim Form** | Up to 3 business days. | * When Automation is not working. * Compound prescriptions. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af)- Section titled: Fulfillment Automation.  [Paper Claim Multi-Ingredient Compound Prescription (042384)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=06a1b33b-4f4a-4603-a8ab-e0f1376bfdca) |
| **Counseling Sheet** | Up to 2 business days. | Labels and Counseling sheets.  **Note:** If the prescription was originally shipped over 30 days ago, counseling sheets cannot be reprinted. | [Special Dispensing Instructions ScripTalk, Braille, Large Font, and Signature (008618)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe97f023-d5aa-4578-ad84-b0e4e7b58b92) |
| **Drug List (Plan’s formulary drug list)** | Up to 3 business days. | When Automation is not working. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Automation. |
| **Extra Bottle** | Up to 3 business days. | Member requests an extra bottle for travel purposes or for their child to take their Rx to school within 90 days of the ship date. | [Extra Bottle Requests (004624)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11fcc2d4-1d39-4b76-a6ac-9701e58372dd) |
| **Financial Statement of Cost (SOC)** | 5 Business days, not including mailing time. | * For Commercial members, Duplicates are Statement of Cost. * Requests greater than two (2) years but less than seven (7), submit a task.   **Note:** See document for legal statement of cost information, not an RM Task. | [PeopleSafe - Financial Statement of Cost (SOC) Member Spouse or Dependent (043264)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9) |
| **Mail Tag** | Via email “E-Tag” up to 3 business days.  Via mail for up to 15 days. | Member requests to return an order or medication received through home delivery service.  **Note:** Review the CIF. If mail tag is allowed warm transfer to Senior Team (SRT), do not use this task. | [Return Order Request (Formerly Refund Copay Credit/ Mail Tag Request) (060206)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb) |
| **Med D - Fulfillment Request**  **(No RM Task)** | Varies depending on the request. | Medicare Part D beneficiary’s literature request. | [MED D - Fulfillment Request (020534)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=147bab57-4d67-4743-9a27-63542e3b1919) |
| **Order Forms** | Up to 3 business days through automation. Immediate on Caremark.com. | When Automation is not working. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) |
| **Non-Childproof or Easy Open Caps** | Up to 2 business days. | Used when the member requests non-childproof easy open caps. | [PeopleSafe - Non-Childproof or Easy Open Cap Requests (004625)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff151ff4-cc1e-4b4c-90ad-0a579ed1cc90) |
| **Non-English Language Documents** | Up to 3 business days. | Members can request after the English language published document has been sent to them to republish in another language. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Table - Non-English Language. |
| **Package Inserts** | Up to 2 business days. | Members request that a package insert included by the manufacturer be sent. | [Fulfillment Requests (004595)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a33eb9f2-234e-4c71-bd84-d64eae88e8af) - Section titled: Fulfillment Automation. |

[Top of the Document](#_top)

|  |
| --- |
| Internal Process |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time (this does not include the amount of time it takes to reach the member)** | **Uses** | **Associated Work Instructions** |
| **Account Executive Consideration** | Up to 5 business days. | Specific issues that require the attention of the Account Executive for examples of these, refer to the hyperlinked document in the Associated Work Instruction column.  This process is used for situations in which the CCR is not able to resolve a member inquiry due to incorrect, conflicting, or inaccurate information in PeopleSafe.  **Example:** Copay amount member paid does not reflect accurate to copay structure, PeopleSafe Plan Summary tab and Plan design in CIF does not match.  **Reminder:** Set proper expectations. If this turnaround time is not adequate for member, escalate via Supervisor or Senior Team following your team’s normal escalation process. | [PeopleSafe - Account Executive Consideration Task (AE Task) (027240)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=497dcdb2-2c97-4a3a-afe9-1fa95f6dd734)  **Note:** Examples are included in this document. |
| **CDH (Cardholder) Accumulations (Consumer Driven Health)** | Up to 10 business days.  **Note:** On occasion the task may take longer than 10 business days. | Correction to Deductible/MOOP/MAB Accumulation after validation occurs as defined in the work instruction. | [PeopleSafe - Corrections to Deductible, MOOP and MAB (CDH Accumulations Task) (006603)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0bb85a30-90e4-4d8d-beb4-3e090d3e9a94) |
| **Do Not Call** | Up to 10 business days. | When a member or nonmember has requested to be placed on or removed from the Do Not Call list or when a member is deceased, and we are being notified by the appropriate representative. | [PeopleSafe - Do Not Call (DNC) RM Task Request - CCR (009294)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33bdcd98-90e2-4049-a3fc-9aea495258a6) |
| **Health Advisor** | Up to 2 business days. | Health Advisor is a positive behavior change product that empowers smarter care decisions by delivering messages to members with chronic conditions about their individualized gaps in care and predicts Next Best Action that should be taken.  If the member indicates that this information does not apply to them or that the information is “inaccurate, or incorrect” about them, obtain the member’s name, ID, address, and phone number then create a Resolution Manager (RM) Suggestion task and a RM callback task. | [Health Advisor Program (Medical Cost Avoidance & Site of Care) (061330)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a296b722-c0b8-4816-a2dc-0bf99cf86c64) |
| **Participant Callback Request** | Up to 3 business days for most requests.  **Note:** Depending on the issue/concern and the needed resolution, it may take longer. | * Instructed within a specific procedure or work instruction. * Associated with a RM Parent task (unless it is a Reship). * Caller is unable to confirm the name of the medication. * Member specifically asks for a callback when the Health Advisor information does not apply to them or that the information is “inaccurate, or incorrect” about them.   **Note:** It is up to 3 business days after the Health Advisor task is updated. | [Participant (Member) Callback Request (010590)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1deb6339-c28a-4591-bb3c-c244a0c0fcdf)    [Health Advisor Program (Medical Cost Avoidance & Site of Care) (061330)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a296b722-c0b8-4816-a2dc-0bf99cf86c64) |
| **RPH (Pharmacist)** | Next Business Day. | Member is calling in for Clinical care after hours for the reasons below *and* refuses to call back during normal business hours.  **Note:** Use the RM Task listed if the situation is not considered an emergency per the WI.   * Prescription Verification. * Specific questions regarding possible recalled medications. This would include, but is not limited to, questions such as whether medication was recalled or the lot numbers of recalls. * If plan member does not need to take the medication before the next business day. * If medication, or medications, were sent to the incorrect address and/or person. | [Clinical Counseling Pharmacist After Hours Process (025502)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=11046d79-1420-4e0e-b312-affdbc9efa9a) |
| **Suggestions** | Up to 3 business days. | * Non-Escalated Suggestions include complaints and compliments, with no Call Back requested by the member. * Opt out a member from Health Advisor communications. * Member indicates they would like to send a suggestion to the Health Advisor product team. | [PeopleSafe - Handling Member & Prescription Complaints, Compliments or Suggestions (026703)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=03e1a9ae-7ffa-4472-8204-64920f27615c)  **Med D:** Refer to [Med D - Grievances Index (007931)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=71364003-a41f-4b84-be24-1e85435462b2) indicates that the Health Advisor information does not apply to them or that the information is “inaccurate, or incorrect” about them.  [Health Advisor Program (Medical Cost Avoidance & Site of Care) (061330)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a296b722-c0b8-4816-a2dc-0bf99cf86c64) |
| **United Mine Workers of America (UMWA) Client** | Up to 3 business days. | For the **United Mine Workers of America (UMWA)** who have demonstrated or expressed difficulty in placing or remembering to place their own refills due to age or physical disability. | [Adopt-a-Bene - United Mine Workers of America (UMWA) - RM Task (029265)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b82e8c23-da5f-44e1-8600-ccbb6c806b23) |

[Top of the Document](#_top)

|  |
| --- |
| Medicaid Prior Authorization |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Medicaid Contact MD for New PA** | 1 business day **from the time** the prescriber sends the PA. | Requests for prior authorization on prescriptions related to Medicaid.  **Note:** Urgent requests should **not** be sent by RM task. | [Medicaid Prior Authorization (PA) and Electronic Prior Authorization (ePA) (048857)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7c3ff2ae-2451-4c2c-9609-3f9f4dfda78c) |

[Top of the Document](#_top)

|  |
| --- |
| Medicare D |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Coverage Determination: Expedited Coverage Determination/PA** | Up to 1 calendar day from date/time of receipt of valid request. | An RM Task must be submitted to initiate a Coverage Determination or an Appeal. | [MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (004665)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) |
| **Coverage Determination: Standard Coverage Determination/PA** | Up to 3 calendar days from date/time of receipt of valid request. | An RM Task must be submitted to initiate a Coverage Determination or an Appeal. | [MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (004665)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) |
| **Redetermination (Appeal): Expedited Redetermination** | Up to 3 calendar days from date/time of receipt of valid request. | An RM Task must be submitted to initiate a Coverage Determination or an Appeal. | [MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (004665)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) |
| **Redetermination (Appeal): Standard Redetermination** | Up to 7 calendar days from date/time of receipt of valid request. | An RM Task must be submitted to initiate a Coverage Determination or an Appeal. | [MED D - CCR - Coverage Determinations and Redeterminations (Appeals) (004665)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=22f353ee-e739-4f78-be33-b64916337260) |

[Top of the Document](#_top)

|  |
| --- |
| Medicare D Enrollment |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **MED D Enrollment Demographic** | Varies by task type. | Refer to Associated Work Instructions. | [Aetna MED D - SilverScript - Premium Billing General Information, Processes & Document Index (026695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7072bae5-b9f6-4141-991f-9b3d11e7a5bd)  [MED D - SilverScript and Blue MedicareRx (NEJE) - Enrollment Related RM Tasks (002996)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=375bbf7d-02dd-4289-bff9-8cdd15b1a800) |
| **MED D Enrollment Enrollment** |
| **MED D Enrollment Disenrollment** |
| **MED D Enrollment Fulfillment** |

[Top of the Document](#_top)

|  |
| --- |
| Medicare D Premium Billing |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Premium Billing Inquiry Medicare D** | Up to 10 business days, contingent on the issue.  The following issues could take longer than 10 business days:   * Invoice requests * Statement letters * Refunds * Social security refunds. * Any issue requiring review from other internal departments can cause a delay in Premium Billing addressing the concern. | * SilverScript & Blue MedicareRx (NEJE) Med-D Beneficiaries Only premium billing disputes, premium billing payment plan. * Use the Premium Billing Inquiry Medicare D task for: * Refund Requests. * One Payment Received for Multiple Accounts. * Statement Requests. * Premium Billing Disputes (Non-Dunning). * Premium Billing Payment Plans. * Invoice Requests. | [Aetna MED D - SilverScript - Premium Billing General Information, Processes & Document Index (026695)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7072bae5-b9f6-4141-991f-9b3d11e7a5bd)  **Blue MedicareRx (NEJE):** [MED D - Blue MedicareRx (NEJE) - Premium Billing General Information, Processes, & Document Index (024894)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1e817117-fbc9-4c46-8739-d6457cf8db95) |

[Top of the Document](#_top)

|  |
| --- |
| Medicare Part B Handling |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **AOB Form** | Up to 3 business days. | * Questions about Medicare Part B (Medical Insurance) that helps cover doctors’ services and outpatient care. * It also covers some other medical services that Part A does not cover such as physical and occupational therapists along with some home health care. | [CCR- Identifying and Handling Medicare Part B Calls (041474)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=31584917-8577-49fc-986a-3a8e789bda71) |

[Top of the Document](#_top)

|  |
| --- |
| Order Placement |

**Note:** If member is unable to place their order through the IVR or Web because the member either has more than one line of eligibility under the same ID number or there is more than one cardholder sharing the same ID number and client code. See [Eligibility](#Eligibility) section of this document.

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **DPC Request –Clinical Care (San Antonio)** | Up to 4 business days. | Member is on the phone and the doctor’s fax number needs to be updated or added. | [PeopleSafe - Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) |
| **DPC Request – Participant Services RPh (Virtual)** | Up to 3 business days. | Refer to Work Instructions. | [PeopleSafe - Obtaining a New Prescription (Rx) for the Member (058827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a1443f4f-499e-442c-be11-fd2b207bf86c) |
| **Early Refills-Mail** | Up to 3 business days. | Member needs an early refill for a Home Delivery Rx and the override has been placed in the system or has been requested.  Task is for orders Not in Processing or RTP and the plan design allows for an Override for an Early Refill. | [Plan Benefit Overrides (PBO) CCR (024671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e) |
| **Retail to Mail Order Transfer – refill at POS available** | Up to 3 business days, followed by standard processing time (up to 5 business days). | When receiving a request from a member to transfer an existing prescription from a retail pharmacy to Home Delivery/Mail Order pharmacy. | [PeopleSafe - Rx Transfer: From Retail to Caremark Mail Order Pharmacy (041401)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca) |
| **Orders not Showing in Mail Order system** | Up to 24 calendar hours. | Member who is checking the status of their order, and the order has not been received or entered to the system. | [Order Not Showing in System (004757)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d5f72caf-b0d3-49a4-9e28-725508eba4a5)  [Refill with Confirmation Number Not in Process (026381)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=86a6a103-1f53-4e97-88e3-eb7271b2c2cd) |
| **Refill Request-Manual** | Up to 5 business days.  **Note:** Issues, such as a need to contact the provider, may increase the TAT. | When performing a Manual Refill task for a Controlled ERx (electronic prescription): For any controlled ERx that is voided and rescanned or Return to Participant (RTP) and rescanned the EPCS verification chain is broken, therefore making the controlled ERx invalid and a request for a new prescription is required.  **Note:** C2 Medications - cannot be requested using a Refill Request task, the member needs to reach out to their prescriber and ask them to request the prescription. Tasks **can** be created for C3-C5 medications. | [PeopleSafe - Manual Refill (027179)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=eea92f37-f941-4237-9b9e-af999ad68e8f)  [PeopleSafe - Discontinue (Cancel or Stop) Prescription (008895)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a069336-d84a-435d-97be-49eaccd5ab77)  [Transfer Existing Rx to New Account (Carrier to Carrier / Open Rx Transfer) (004727)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3a6af7a1-b552-4822-b26e-a01fcdafb2a7) |
| **Retail to Mail Order Transfer – no refill or valid Rx available** | Up to 5 business days from receipt of new Rx from Prescriber. | New prescription from prescriber is needed and the member wants to begin mail order. | [PeopleSafe - Rx Transfer: From Retail to Caremark Mail Order Pharmacy (041401)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=be4afe4d-8e76-411f-8691-7687ec8811ca) |

[Top of the Document](#_top)

|  |
| --- |
| Order Status |

Also refer to [PeopleSafe - Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6) for more information.

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Damaged Order** | Up to 2 business days. | When Automation is not working. | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| **Expedite Order in Process** | Up to 2 business days. | * Communicating a resolution regarding an issue associated with the order or Rx that is currently processing. * When an override is in place and the order is In Process and needs to be released from hold.   **Example:** Order is Translation Diverted or Adjudication Diverted or Future fill. | [PeopleSafe - Manage / Resolve Diverts - Immediate Release of Orders (117593)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e655c92e-f73e-4069-a5d5-2804e4278124)  [Expediting Mail Order Processing Time and/or Upgrading Order Shipping (118121)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97e4d878-f5fe-4901-8e76-4439f248ed76) |
| **Missing Rx in Order** | Up to 2 business days. | Automation is not working or within 31 to 90 days of the ship date. | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| **Order Lost in Transit** | Up to 2 business days.  **Note:** If there are any issues, such as a need to contact the provider, it will be longer. | * Member did not receive the package and they have less than five days of medication on hand. * Automation is not working. * **MED D** **SilverScript/EGWP:** Member has not received the order tracking indicates CONFIRMED DELIVERY and it is between the 11 thru the 30th day from the ship date. * Member is termed. * Delayed 10 or more days and the tracking shows PreShipment or In Transit. * Shipping is correct and the tracking indicates “**CONFIRMED DELIVERY**” and member states they did not receive the package. * Order was a reshipped and only a 14-days’ supply was shipped to obtain the full 90-days’ supply. | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| **Refill with Confirmation Number Not in Process** | Up to 2 business days. | Member can provide a confirmation number, but the order number does not display on the PeopleSafe Main Screen, and it has been over 1 business day since the refill was replaced. | [Refill with Confirmation Number Not in Process (026381)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=86a6a103-1f53-4e97-88e3-eb7271b2c2cd) |
| **Rx Quantity Shorted** | Up to 2 business days. | * Automation is not working, and the order has been shipped between Day 1 through 90 days. * Member must notify us between 1 and 90 calendar days of the Shipping date (Shipping date is counted as Day 1). | [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6) |
| **Split Order** | Up to 3 business days. | Member requests an order to be split due to medication on backorder or other delays and the order is in-house over 5 calendar days. | [PeopleSafe - Split Order (023998)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2ddb72dd-54d6-45e9-ba7a-a72a729b39a8) |

[Top of the Document](#_top)

|  |
| --- |
| Paper Claim |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Participant Research Request (CRR)** | Up to 3 business days. | Follow up on missing or incorrect information. | [Paper Claim - Viewer (042396)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=531bdb49-5d03-46f6-83e6-4fdc0699cef4)  [Paper Claim Research (Submissions, Locating, Rejections and Reimbursements) (059668)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729)  [MED D - Researching and Submitting Paper Claims (112394)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=74dceac6-a55f-4504-ab6b-0866bb52c601) |

[Top of the Document](#_top)

|  |
| --- |
| Plan Design |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Plan Benefit Override** | Up to 3 business days. | If CIF indicates, **AM Contact** to enter a PBO or to “CCR Submit PBO RM Task for Approval.” | [PeopleSafe - Plan Benefit Overrides (PBO) CCR (024671)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f075340f-87ec-41b3-bdeb-16422d0fed0e) |

[Top of the Document](#_top)

|  |
| --- |
| Prescription (Rx) Verification |

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **Courtesy Retranslation** | Up to 3 business days. | * Requesting a [Variable Fill (058594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=daa2f803-cb92-44fd-9db9-5271bd78e68d). * When a member expects a 90-day supply, but the Rx was written for a 30 days’ supply or less (Bulk Up). * When a member requests their prescription to be filled for less than the 90 days’ supply as currently written, or if a prescription is entered for larger than a 90 day’s supply and needs to be reduced to the amount the plan allows (Downsizing a Prescription). | [Prescription Verification (008134)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=524fc0e9-7c7b-4f21-8a43-36a8783b4c50)  [Variable Fill (058594)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=daa2f803-cb92-44fd-9db9-5271bd78e68d)  [PeopleSafe - Prescription (Rx) Refill/Renewal (Order Placement) (004628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=932f2f09-4581-4c2c-861d-5145ad7ab97a) - Section Titled: Downsizing a Prescription (Days’ Supply).  [Bulk Up Rules CCR (030449)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e92bf2fd-2808-48f6-bb6d-fd22f0077735) |
| **Rx Copy** | Up to 2 business days. | Created when the member requests a hard copy of their prescription Rx be mailed to their residence. | [PeopleSafe - Prescription Copy Request (020772)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a96488fd-ccd0-4890-8456-894932ff1a8e)  Verbal Verification of the hard copy of a prescription that mailed to the member, refer to [PeopleSafe - When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8). |
| **Switched Labels on Medication** | Up to 1 business day. | Member called to report that labels on medications received are switched. | [Alleged Switched Labels on Medication (004740)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a5b036eb-8c22-41ff-8072-db617951abcd) |

[Top of the Document](#_top)

|  |
| --- |
| Retail |

**Note:** The following tasks are to be used by CCRs assisting with Retail Helpdesk Calls.

Refer to as needed:

|  |  |  |  |
| --- | --- | --- | --- |
| **Task Type** | **Turnaround Time** | **Uses** | **Associated Work Instructions** |
| **NDC (National Drug Code) Inquiry** | Up to 2 business days. | Created when an action needs to be requested from the NDC Database team.  **Examples:**   * Request for an NDC to be added to the system. * Confirming the Average Wholesale Price (AWP) of a National Drug Code (NDC). | [Inactive NDC (022377)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e8ae12f9-7004-49d0-b6c0-a6c2151a0993)  [PeopleSafe - When to Transfer Calls to Clinical Care (024833)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8) |

[Top of the Document](#_top)

|  |
| --- |
| Create a Task |

* All fields marked with an asterisk must be completed.
* Not all scenarios may be listed within a specific task, if you have questions regarding which task to send then reach out to a supervisor or the Senior Team.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access PeopleSafe and select “New” next to the **Resolution Manager** tab.  **Note:** Ensure the correct members profile is selected in PeopleSafe before starting an RM task.    **Result:** The Create Task screen displays. |
| **2** | Complete the appropriate RM task needed for the member.  Ensure the task is submitted under the **line of eligibility** for the applicable member (select the correct family member from family drop-down menu located at the top of the account ). |
| **3** | Include detailed Notes as per appropriate theSource or CIF instruction, including details of request or inquiry by Member.  Do not guarantee a specific outcome and only quote Turnaround Times listed for that Task **plus 3 (three) business days.** It can take 3 (three) business days for the task to be received and started, then the TAT listed starts. This also **does not include** the shipping time for requests that are shipped (new prescription, documents, etcetera). At times, unforeseen issues arise that may add to the processing time. While some issues can be resolved in a timely manner, others may take longer and require coordination with other business areas internally or externally. |
| **4** | Select **Save and Clear.**  **Do not** select Save and Follow up, this causes unnecessary task opening that will not be worked. |

[Top of the Document](#_top)

|  |
| --- |
| Cancel or Add Notes to RM Task |

This section provides instructions on how to cancel and add notes to an RM Task.

  **Only the Senior Team or Supervisor** can cancel/edit tasks created by **other** users.Refer to [When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).

Follow the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access PeopleSafe and select the **Resolution Manager** tab. |
| **2** | Select the **Cancel/Edit Task** tab.  **Notes:**   * The tasks you submit will display within 1 business day of it being submitted unless it has been worked on or closed out. * The only option for the CCR would be for others submitted tasks. Refer to the **Task List** tab. * The “Task List Tab” is only for the following departments: Commercial CLN Qlty-Scottsdale, [Customer Care Abbreviations, Definitions and Terms - F (051676)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=25547eb8-a012-4c6b-a272-d71a49206e81) Abbreviation: FEP. (Federal Employee Program) Retail-Escalation, FEP Retail-Fulfillment, REP Retail-Research, and Web Support-RCH. * Supervisors can only access past tasks. * Seniors can change notes in another CCR’s task. |
| **3** | Select the hyperlink of the RM Task to be edited in Task Details.    **Change Status:**   * There is an option to add additional notes to a task. * If you want to close a task you have created, change the status to “Closed” the user must change the Resolution field to “Cancelled” via its drop-down menu. Additional Notes are required when changing the task status from Open → Closed/Cancelled. * Only the Senior Team or Supervisor can cancel/edit tasks created by other representatives. |
| **4** | Select **Save and Clear**.  **Reminder:** By failing to click **Save***,* the task remains Open. |
| **5** | Select **Back** (to return to previous screen). |

[Top of the Document](#_top)

|  |
| --- |
| 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)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**