# Paper Claim Government Agency

[Process](#_Toc60296741)

[Related Documents](#_Toc60296742)

**Description:** Used to determine when a reimbursement claim is filed and when a plan member has paid “out-of-pocket” for a prescription purchased at a government agency.

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| Process |

Icon - Important Information This process **does not apply to FEP or MED D.**

Perform the following steps:

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| **Step** | **Action** | | |
| **1** | Determine which agency the caller is from:  **Examples:**   * Veterans’ Administration (VA) * Department of Defense (DOD) * Armed Services branches * Medicaid * Indian Health Services   **Note:** If you are not on the dedicated team for Government Agency calls, warm transfer the call using the phone numbers in the next step. | | |
| **2** | Determine the appropriate area. | | |
| **If…** | **And…** | **Then** warm transfer **the call to…** |
| Department of Defense | RxClaim | **1-800-303-0187** |
| All other government branches (VA, Medicaid, Indian Health Services) | RxClaim | Government Agency: **1-800-303-0187**  If the plan has a dedicated team and it is a government agency calling **do not transfer** to the dedicated Customer Care Team, [transfer to the Internal Dedicated (62992)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4c87518d-83f5-4884-8631-1f427b77da7d) Government Agency Team at **1-866-257-4879**. |
| Government Agency Paper Claim Support Team Hours of Operation:  **Monday - Friday** 8:00 am to 5:00 pm CST  **After Hours:** Apologize and advise the caller to contact us back the next business day and provide the appropriate number and hours of operation above. | | |

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| Related Documents |

[Paper Claim Submission (042385)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cb07dab-eeef-4ae1-85fc-d153ca009cbc) (For mailing addresses)

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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) and [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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