# PeopleSafe - Paper Claim - Viewer

[Process](#_Toc143086200)

[Related Documents](#_Toc143086201)

**Description:** Instructions to determine the status of a paper claim (reimbursement request) via the Paper Claim Viewer in PeopleSafe.

| Process |
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Icon - Important Information This process **does not** apply to [FEP (051676)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=25547eb8-a012-4c6b-a272-d71a49206e81) (Federal Employee Program) or MED D (Medicare D).

**Reminder:** Refer to [Paper Claim Research (Submissions, Locating, Rejections and Reimbursement (059668](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729)) for the process to handle Paper Claim calls.

Perform the steps below:

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| **Step** | **Action** |
| **1** | Navigate to the Paper Claim Viewer.  From the PeopleSafe Main Screen, select the **Tools** drop down box and then select **Paper Claim Viewer** to view what the member submitted or what was missing (refer to [Paper Claim Submission](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cb07dab-eeef-4ae1-85fc-d153ca009cbc) for items needed) for their Paper Claims request.    **Result:** Medforce screen displays as a small screen pop up over the PeopleSafe screen.  **Note:** To maximize the screen, click the box in upper right corner or leave minimized and use arrows to scroll up/down/left or right to view information. |
| **2** | Review the information displayed.    **To narrow results**, the following fields can be adjusted:   * **Age from Received**: Drop down list of options (Days from the date the claim was received)   + Blank   + 1-3 days   + 4-6 days   + 7-10 days   + 11-14 days   + 15 or more days * **Age from Completed**: Drop down list of options (Days from the date when claim was completed)   + 1-30 days   + 31-45 days   + 46-60 days   + 61-90 days   + Greater than 90 days * **Claim Status**: Drop down list of options (Received, In Process, [QA](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0eefce16-243b-450d-ba8f-12a5cbc60136), Other, Completed)   + Received   + In Process   + QA   + Other   + Completed * **Filter**: Input any information found in the fields below such as the Image number. |
| **3** | Select **Document** (lower right side of screen).    **Result:** Displays the Coversheet and anything else the member sent to us.  Use the following buttons to navigate:    Navigates to the first page of the claim  Navigates one-page back  Navigates one-page forward  Navigates to the last page of the claim  **Example:** Other page examples that were included in the claim. |
| **4** | Select the **Form** icon (lower right side of screen).    **Results:** Members Overview Details screen.    \ |
| **5** | Using the results of the information found/not found, follow the steps listed in [Paper Claim Research (Submissions, Locating, Rejections and Reimbursement (059668](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729)). |

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| Related Documents |

[Paper Claim Index (042914)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1f72603c-4632-4e85-8d97-16cb51a3be1f)

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

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

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