# PeopleSafe - Automated System Issues – Troubleshooting and Reporting

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**Description:** Process to troubleshoot and/or reporting Automated System (IVR) issues.

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| Actions Members Can Perform in the Automated System |

Below are some of the actions that members can perform in the Automated System.

* Refill a prescription, even if it is expired or out of refills.
*  Members have an option to order prescriptions older than 90 days, with a prescription number.
*  Members will not receive a confirmation number after placing a refill.
* Check the status of an order (WIMO).
* Check the status of a prior authorization.
* Price a medication.
  + Some situations the Automated System provides alternatives if the medication is not covered or has a high copay.
* Update or add payment.
* Find a retail pharmacy.
* Verify eligibility and who is covered on the plan.
* Order ID cards.
* If the client manages the ID cards, they will be directed to the benefits office.
* Medicare D members will still need to speak with a representative to order an ID card.
* Order a form such as mail order form, claim form, etcetera.
* Check outstanding mail order prescription balance.
* Deductible status (if applicable).
* Verify Eligibility status (member and/or dependents.)

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| Troubleshooting Scenarios |

In the event a caller voices a concern about their experience with the Automated System, **always** apologize for the inconvenience and inform them you would be happy to assist in having a better experience in the future.

**Remember:** Ask probing questions and refer to the CTI pop to understand what the caller was attempting to accomplish in the Automated System and how you can assist them in moving forward.

Use the table below to troubleshoot the caller’s concern(s).

|  |  |
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| **Issue/Caller Concern** | **Cause/Talk Track** |
| Automated System is not responding to me | Inform the caller that the Automated System may be picking up background noise. Television, other people in the room/in public, radio/music, pets in the background, etcetera can be picked up by the Automated System.  Advise the member they may want to make their call from a quieter location in the future.  Advise the member that the Automated System works best when not on a speakerphone. |
| Automated System never understands what I am asking for | Advise the member to keep their statements short in the Automated System.  **Example:** I have a problem with a prescription, I need to refill a prescription, or I have a question regarding my plan.  **Note:** If the Automated System does not have an obvious solution to your problem, you will be routed to Customer Care. |
| Automated System does not recognize or did not understand my ID number | When the Automated System asks for the member ID, the caller needs to be aware of two things:   1. They should wait for the system to finish speaking before providing their ID number **and** 2. The caller may only need to provide the portion of their ID number after the first three characters only if they are letters (when applicable).   **CCR:** Inform the member any letters **within** the ID number should be included.  **Note:** When giving the ID number, speak slowly and clearly to allow the Automated System time to recognize each number and/or letter.  With all the different variations in member IDs, sometimes the Automated System does have a problem understanding. I will pass along your comments to our Automated System team for them to investigate and work on making the process better.  Next time if the Automated System does not recognize your member ID, you can simply say “I don’t have it” when asked a second time and the Automated System will move forward to get you to a Care representative. |
| There is static on the line, and I can barely hear the Automated System | Apologize for the inconvenience and advise the member the static may be due to a poor phone connection. Ask the caller to call back later or on another line. |
| Why do I have to provide so much information to get past the automated lady? | I understand. The Automated System gathers this information before the call is transferred to us in order to authenticate you.  This allows the system to route you to the correct department for your call and once you get to a representative, we can begin assisting you right away.  If you call us from a number that is on your account, the Automated System recognizes it, and many times will only ask for your date of birth. |
| Automated System did not recognize the number I am calling from, but I have given it before | * The number is not on the account. * There is more than one account where the number is listed. * The member is calling from a business that has a phone system. |
| It takes too long to reach a representative | I understand how it could feel that way. We try to capture information to authenticate you so we can assist you right away once you do reach a representative.  Our Automated System team strives to make our self-services options easy to use. If you encounter an issue in self-service, you can simply say “representative” and the Automated System will transfer you to Customer Care. |
| I am always transferred to another person when I call in (May have a dedicated team.) | Make sure to use the number on the back of your card when contacting Customer Care and provide your details to the Automated System to be connected with the appropriate team. |
| I was placing a refill when suddenly, I was transferred to you | **Verify if the order was completed.** If not, place the order for them. Refer to [PeopleSafe IVR Refill Request with a Fully Authenticated Member (006258)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b787b9e-89d2-4215-aab4-13390de753df). |
| Spanish speaking member only  The Automated System does not understand my ID number (when it has alpha-characters in it) | Press the zero (0) key upon interacting with the Automated System to be promptly directed to a customer service representative. Subsequently, they will facilitate a connection with a representative who speaks Spanish.  **Note:** If the member’s ID number is all numbers, encourage them to authenticate through the Automated System, as it will allow us to help sooner. |

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| Reporting Automated System Issues |

If a member reports problems accessing the Automated System that cannot be addressed by the [Troubleshooting Scenarios](#_Troubleshooting_Scenarios) above, follow the steps below:

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| **Step** | **Action** |
|  | Apologize for the inconvenience and assist the caller as needed. |
|  | Inform the caller that you will report the problem to our Automated System team.  Thank you for your feedback. Our Automated System team is constantly working to improve our Automated System and have made many improvements based on customer feedback. I will pass on your comments for their review and future improvements. |
|  | Complete the [IVR Research Request Procedures and form (045732)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f40faeae-bfe0-40aa-87d1-fa1fbb23b5da). |

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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)

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

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