# **PeopleSafe - Handling Repeat Callers: Multiple Contacts, Same Issue**

[Defining the Repeat Caller Indicator](#_Toc193349651)

[Related Documents](#_Toc193349652)

**Description:** Follow when the Repeat Caller indicator populates in PeopleSafe.

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| **Defining the Repeat Caller Indicator** |

The Repeat Caller indicator is triggered when a member contacts us three or more times within a 7-day period.



* Do not transfer calls to the Senior Team without referring to the steps below.
* If the Indicator is not visible, this process does not apply.

Perform the steps below:

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| **Step** | **Action** | | | |
| **1** | Locate the member on the Main Screen and determine if the “Repeat Caller” indicator is displaying.     * If the Repeat Caller Indicator is visible, Continue to **Step 2**. | | | |
| **2** | Review the following screens in PeopleSafe to determine the reason for the callback(s):   * Review for notes regarding the same issue on a prior call, including auto documentation. Refer to the View Activity section in [PeopleSafe Main Screen Job Aid (018567)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9d8a284-f4d0-4768-910b-4d2a88998ac0). * [Viewing and Adding Comments in PeopleSafe (086165)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dfe59c11-8a1a-4c1e-b939-2825186a20ce): Review for Order level comments, Member level comments, High Priority comments, Prescription Note pad, Prescription and Exception issues. | | | |
| **Repeat Call #** | Icon_-_Conversation | **If the member is calling...** | **Then…** |
| **2nd call** | Icon_-_Conversation I see that you recently called. Are you calling for the same reason or something new? | About a new issue or the issue is resolved  **Example:** Order shipped and member needs tracking info. | Icon_-_Conversation Thank you for that information, what can I help you with today??  Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). |
| A **2nd** **time** about the **same unresolved** issue. | Icon_-_Conversation I apologize, let’s walk through this together.    Ask probing questions to understand the caller’s needs. Address the member’s spoken and unspoken needs to prevent a callback.  **Review the following with the member:**   * Self-Service options: [PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471), [Caremark.com “New” Registration (057682)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2922d262-0374-4a26-820b-0a5ffe1085bd), and [Caremark.com Mobile App Navigation (096977)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f08a252-faee-4b46-8034-b0de97472c49). * Review the CIF then explain plan design, programs, and offerings. * Provide accurate [Order Shipping turnaround times (TAT) (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352). * Resolve open orders, [Future Fill (Refill Too Soon) (007827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=554327a5-017f-4586-aa72-6cde5fc72fa8) dates or [expiring Prior Authorizations- PAs (017373)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=95fb1de7-7c74-474a-bba3-7e9897093a90). * Verify any Prior Authorization (PA) requests have been started and sent to the correct doctor. * Provide information for correct PA department if there have been any issues with the doctor receiving requests. Refer to: * [Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)   or   * [ePA Starter - Create an ePA via CoverMyMeds (031201)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=846fc4bb-be62-4f48-aba4-23a47785db6c). * If member requests to escalate issue, warm transfer to Senior Team, for: * Commercial: [PeopleSafe - When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) * MED D: [MED D - When to Transfer Calls to the Senior Team (018060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77) |
| **3rd or more calls** within a 7-day period | I see that you recently called. Are you calling for the same reason or something new? | About a new issue or the issue is resolved  **Example:** Order shipped and member needs tracking info. | Icon_-_Conversation Thank you for that information, what can I help you with today??  Refer to [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f). |
| A **3rd time** **within seven consecutive days** for the same issue.   * Member indicates they have called multiple times for the same issue.   **-OR-**   * You recognize from the **Notes or View Activity** that the member has a history of calling on the same issue that remains unresolved regardless of the time period. | I apologize; we are still processing this request.  **Note:** For crisis calls do not transfer for a repeat caller situation. Refer to [Handling Crisis Calls (024225)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2b3d92dd-46c5-4ee7-b1be-7a4c849206ed).  Please allow me to transfer you to our Senior Team, who can provide further support. May I place you on a brief hold?”  Warm transfer to the Senior Team, for [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 member has a dedicated team or is calling about a client managed health plan issue (issue that can only be resolved by the client and CVS unable to help with the need, but they have called us multiple times) then warm transfer to their dedicated Senior Team. * **Med D HealthPlan / Med D EGWP**: warm transfer **1-877-209-5167**, Option **2**. (Internal number only, do not disclose) * **Blue Medicare Rx (NEJE) Dedicated Senior Team**: warm transfer to **1-800-790-6382**, Option **2**. (Internal number only, do not disclose)   I have a Repeat Caller; the Member ID is…. The member’s name is <…> and they have been fully authenticated. The reason for the call is <…>.    **Reminder:** Log the call as a **Transfer**; add notes to include one of the following keywords: Repeat, Multiple, or Unresolved Issue.   * If there is a **Long Hold Time** (5 minutes) waiting for Senior Team:   Icon_-_Conversation I understand your time is important, however, there is an extended wait for the Senior Team line, would you please continue holding?   * If yes, continue to hold for the Senior Team.   **Note:** If the caller gives permission for longer hold, continue to check in every five (5) minutes.   * If no and the member refuses to hold and asks for a supervisor, contact your supervisor or a Supervisor on Duty and follow their direction. Check in with the member every two (2) minutes until a resolution is determined. |

[Top of the Document](#_top)

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

[Top of the Document](#_top)

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