**PeopleSafe - Refund Stop Payment Check Reissue**

[Process](#_Toc138218015)

[Related Documents](#_Toc138218016)

**Description:** Process to use when a member needs assistance dealing with a check that has been issued and may now need a copy or for it to be replaced.

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| Process |

* A Stop Payment cannot be requested until 30 days from the issue date. The reissue process can take up to 30 days to complete.
* The check will only be reissued to the cardholder’s name. If the caller asks to escalate, refer to the Senior Team

Complete the steps below:

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| **Step** | **Action** |
| **1** | Identify that the request is for a reissue of a reimbursement check. |
| **2** | Confirm the medication(s) and fill date(s) of claim (s) processed for a reimbursement check on the Main Screen. |
| **3** | 1. Access the **Main** Screen and click on the **Explanation of Benefits (EOB)** button. 2. Select the EOB number (Commercial EOB numbers should start with 999). 3. Click on the **EOB DETAIL** button and verify the EOB address.  * If the address is incorrect, access the **Main Screen** and click the **Change Contact Info** button. * For RxClaim, access the **View Financials** screen to review reimbursement check details at the bottom for the claim in question.   **Deceased Member:** (To reissue a check, the following items are required).   * Death Certificate * Entire executor of estate document OR a signed and notarized affidavit (sworn statement put into writing and notarized)   The **Offline Support Team** receives these inquiries by mail at:  <Our Home Delivery / Mail Order Pharmacy Name>  Customer Care  PO Box 6590  Lee’s Summit, MO 64064-6590 |
| **4** | Select the appropriate scenario hyperlink for resolution:   * [Replace a Check That Has Not Been Cashed or Deposited (Lost or Stolen) – (029739)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6c3e7f1-9fff-41f7-8f5f-e2c3a40cbb37) * [Refund (010221)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=89febb33-693a-4e14-9e2c-f13c4935ce26) * [Request a Copy of a Cashed or Deposited Check](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ca07e73-4672-41af-b419-f017af24c3cb) (029740) * [Replace a Check That Was Received but Never Cashed or Deposited](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=45a2dcdb-4948-41e1-8cd0-cb0c4b31abfa) (029738) * [Replace a Stale Dated Check (Unclaimed Property)-(029737)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ed88d0c1-509b-4e54-ba12-d792249c51d2) |

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| **Related Documents** |

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

[Log Activity/Capture Activity Codes](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78) (005164)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049) [CALL-0011 – Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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