**PeopleSafe - Submit a Claim Pull Request for Veteran’s Administration - VA or Medicaid**

[Process](#_Toc130372179)

[Resolution Time](#_Toc130372180)

[Related Documents](#_Toc130372181)

**Description:**  Used when a member or authorized party from the Veteran’s Administration or Medicaid is questioning how their claim was paid.

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| **Pro****cess** |

Perform the steps below:

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| **Step** | **Action** | | |
| **1** | Verify information on the claim or Explanation of Benefits (EOB) with caller to include:   * Days’ Supply * Quantity * Drug Name * Member’s Name * Price Paid * Fill Date * Rx (Prescription) number | | |
| **If…** | | **Then…** |
| Claim was processed incorrectly or if something is missing | | Do **not** request a Claim Pull. |
| Prescription was denied or not processed for “Drug Not Covered”  **And**  The member or caller is requesting the claim or receipt to be returned to them | | Request a Claim Pull by continuing to the next step. Refer to [Paper Claim Research (Submissions, Locating, Rejections and Reimbursements) (059668).](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4e81c6b3-9feb-442a-b625-508abf839729) |
| **2** | Verify the mailing address. Change if needed. Refer to [Address, Email and Phone Number Changes (004566)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a09925d4-9dbb-407b-b579-c17eec6e62ee) | | |
| **3** | Create an Email by sending it to: [Claimpullrequests@CVSHealth.com](mailto:Claimpullrequests@CVSHealth.com)  **Subject Line:** “Securemail” Claim Pull - <Date> - <Member Name and ID>  Include in the body of the email:   * Member name * Member ID * Prescription numbers in question and the fill dates * Claim/Discount # or EOB # (Obtained from the **View Claims Overview** screen within the **Claim/Document #** field) | | |
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| **Resolution Time** |

An initial callback will be made to the caller/member within 1 business day.

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| **Related Documents** |

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

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

**Parent Documents:**

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

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

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