# Duplicate Statement of Cost (SOC) Statements

[Process](#_Toc191531573)

[Turnaround Time](#_Toc191531574)

[Related Documents](#_Toc191531575)

**Description:** Includes the process of how to respond to a member’s request to create a duplicate Statement of Cost (SOC). An SOC is generated for each claim adjudicated, whether it is paid or denied in the system.

|  |
| --- |
| Process |

**Medicare Part** **D:** EOB requests follow the process within [MED D - Fulfillment Request (020534)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=147bab57-4d67-4743-9a27-63542e3b1919).

Perform the steps below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Action** | | |
| **1** | Inform the member that we are unable to generate an exact duplicate of the **SOC** that was previously sent. The alternative options available include:   * Recommend the member acquire an itemized printout of all the medications from their retail pharmacy. * If the request is for the member’s own records, and does not need to be on company letterhead, a Financial Summary can be printed from Caremark.com. Refer to [Caremark.com – Financial Summary (018771)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=49174a61-def5-436c-9087-69cf5f17a352). * Offer to send out a new Statement of Cost (SOC). Refer to [PeopleSafe - Financial Statement of Cost (SOC) Member, Spouse or Dependent (043264)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9). * Offer to send out an invoice copy, as long as it has not been over 30 days. Refer to [PeopleSafe - Statement Invoice Copy Request for Previous Orders (017800)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5f11c92-6544-4d2c-b064-27cd5a910b0b).   **Note:**  If member is not satisfied with any of these options, consult the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) for further assistance.  For rejected paper claims, the SOC displays the rejection messages explaining why the paper claim was not covered. For paper claims that were paid, it will include all of the paid information, such as what would be included in a Statement of Cost.   * If a paper claim is reversed, it will reflect on the following month's SOC. We **do not** update SOC’s. | | |
| **If a Duplicate SOC is…** | **Then...** | |
| Being required by the Housing Authority or by a lawyer | Determine if a Statement of Cost would be more appropriate than a paper claims SOC. If so, refer to [PeopleSafe - Financial Statement of Cost (SOC) Member, Spouse or Dependent (043264)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9).  If a paper claims SOC is needed, inform the member that Caremark requires the request in writing by the Housing Authority or lawyer requesting the information.  Mail request to: <Name of Home Delivery Pharmacy> Attn: Patient Advocate Team – Claims 7034 Alamo Down Parkway San Antonio, TX 78238 | |
| Requested by member | * Offer to send out a [PeopleSafe - Financial Statement of Cost (SOC) Member, Spouse or Dependent (043264)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9). * Offer to send out an invoice copy, as long as it has not been over 30 days. Refer to [PeopleSafe - Statement Invoice Copy Request for Previous Orders (017800)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5f11c92-6544-4d2c-b064-27cd5a910b0b). | |
| For a government agency paper claim  **Example:** Veteran’s Administration (VA) states that there are missing claims or questions regarding the EOB statement received | **Warm** transfer the call to the appropriate area as described in the [Paper Claim Government Agency (042387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fa1ac6a1-5789-401d-b7a2-10573f4e87ef). | |
| **If…** | **Then warm transfer the call to…** |
| Department of Defense | 1-866-257-4879 |
| All other government branches (VA, Medicaid, Indian Health Services) | 1-800-303-0187 |
| Government Agency Paper Claim Support Team Hours of Operation:  Monday-Friday 8:00 am - 5:00 pm CT | |

[Top of the Document](#_top)

|  |
| --- |
| Turnaround Time |

Legal Requests have up to 30-calendar day’s turnaround time from the date received by our Home Delivery/Mail Order pharmacy.

All other requests have up to a 5-business day’s turnaround time from receipt of authorization by our Home Delivery/Mail Order pharmacy

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/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)

**Resolution Time:** [Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

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

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**