# PeopleSafe - When to Transfer Calls to Participant Services

[Process](#_Toc105409389)

[Related Documents](#_Toc105409390)

**Description:** Used to handle a Participant Services inquiry from a member. It is designed to clarify when CCR’s should take ownership of a member call and when they should transfer calls to Participant Services.

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| Process |

Most contact from CCRs to the Participant Services Department will be through RM Task.

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| **Participant Services Call Types** | **Refer to the following documents before transferring:** |
| Member returning a call about shipping vendor preferences | [PBM Error Expediting Mail Order Processing Time and/or Upgrading Order Shipping (004754)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0f4d9cf5-94fe-4bc8-9e72-5d0d1d99fab8)  [PeopleSafe Shipping Guidelines and Fees and Order Tracking (004611)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=49a324cd-73b1-4e49-bdae-9ac58e18d184) |
| Member returning a call about ID needed for controlled substance mail orders | [Adding a Controlled Substance (CS) State ID for Kentucky (020631)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c58b0f39-53dd-4bf5-a1a4-42807f807171) |
| Member returning a call about unsuccessful stop tote request | [PeopleSafe - How to Send a Pharmacy Stop Tote Request (017745)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1232023a-60c7-4441-9013-17ecbd554451) |
| Member returning a call about high dollar cold pack medication | [PeopleSafe - High Dollar Cold Pack Medication Process (004584)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=23ba08ce-eb35-4cd6-a6db-5b5c1710f897) |

 Do **not transfer** to Participant Services **unless** the member is returning a call from that department. In this case, warm transfer and provide the following number to the caller:  **1-866-644-0876**

**Internal Contact Only**

Participant Services calls should be **warm transferred** to:

* Update Shipping Information:  **1-800-378-6043**
* Providers Office calling on a prescription needing updated: **1-800-378-5697**

**Note:** If the provider’s office is calling in a brand-new prescription, refer to FastStart.

**Hours of Operation:**

* **Monday to Friday:** 8 am:30 pm CT
* **Saturday:** 8 am – 4:30 pm CT
* **Sunday:** Closed

 If after hours, send Participant Services an email. Calls are routed to Commercial Care outside of normal business hours.

**Note:**  Contact the Senior Team for an email address. The Senior Team colleague may ask to take over the call as a procedural transfer.

[Top of the Document](#_top)

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| Related Documents |

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

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

**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)

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