# Compass - Support Task Types and Uses with Turnaround Time (TAT)

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**Description****:** Outlines Support Tasks in Compass, including procedures that should be completed based on the specific need of the member. To create an Offline Support Task, refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6).

**PeopleSafe Users****:** Correlating work instructions may instruct the agent to swivel to PeopleSafe to enter an RM (Resolution Manager) Task. **Do not** swivel to PeopleSafe in all cases; instead, refer to the following document for additional information on **approved** Support Tasks: [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98).

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| Reminders |

 Users who fail to abide by policy may be subject to disciplinary action. Under no circumstance is it appropriate to list full credit card numbers or E-check routing and account numbers in any comments field. This includes but is not limited to Create Support Task comments/notes and Alert Comments. Credit card numbers and E-check routing and account numbers may only be entered in system-specified credit card number/E-check routing and account number fields. All comment fields are periodically checked for compliance.

* All fields marked with an asterisk must be completed.
* Not all scenarios may be listed within a specific task, if you have questions regarding which task to send then reach out to a supervisor or the Senior Team.
* Ensure the task is submitted under the **line of eligibility** for the applicable member (select the correct family member).
* Do not promise anything and quote standard Support Task turnaround times.

**Notes:**

* Turnaround time for each Support Task is indicated in Compass; turnaround times do not include the amount of time it takes to reach the member.
*  The Turnaround time is the TAT for the Task to be worked not for the completion of the task requested.
* For Eligibility tasks (when not in a member’s account), refer to [Compass – Resolution of Eligibility Issues (062827)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cba9d073-9e46-4d90-b86f-4566793c40f3) or [Compass - Mail Order Payment History/Payment Dispute Support Task (Mail Order Claims Only) (058044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764).

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| Verifying There Is Not a Task in Process |

Complete the following:

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| **Step** | **Action** | |
| **1** | Verify that a Support Task for the same issue has not already been created in Compass. Refer to [Compass - View Support Task History (050044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1674c564-fc41-42ad-a7c2-f3b610716cba). | |
| **2** | Check PeopleSafe activity to verify an RM Task for the same issue has not been previously created in PeopleSafe. Refer to [Compass - Viewing Member’s Recent Cases and Viewing PeopleSafe Activity (RM Task Information) in Compass (056036)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ab5a6f09-8f08-424b-bff7-b1aa5cfc4d6a). | |
| **3** | Proceed depending on what task history is found. Refer to the table below: | |
| **If…** | **Then…** |
| Task has been created | Do not create another Support Task. Advise the member that the request is still in process and provide the turnaround time. |
| It has been four or more days, and the task remains open | Warm transfer the call to the Senior Team.    **Note****:** Do not create another Support Task. |
| Task has NOT been created | Create a Support Task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6).  **PeopleSafe Users****:** Refer to the following document for additional information on approved Support Tasks: [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98). |
| Previous task has been closed | Advise the member of the results. |
| Previous task has been closed and sent to CC Quality Queue AND the quality task is open | Create the appropriate Support Task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6).  **PeopleSafe Users****:** Refer to the following document for additional information on approved Support Tasks: [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98). |
| Previous task has been closed and sent to CC Quality Queue AND the quality task is closed | Do not create another Support Task. The Support Task Team will follow up. |
| Unsure about sending a task | Contact your supervisor or the Senior Team to clarify. |
| Instructed to create a new Support Task by someone else such as a supervisor or Senior Team | Document in the Support Task the name of the person who told you to send the task. Refer to [Compass - Create a Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6).    **PeopleSafe Users****:** Refer to the following document for additional information on approved Support Tasks: [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98). |

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| Turn Around Time Information |

For **Automated Support Task**, after the support task has been submitted, perform the following to view the Turn Around Time:

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| **Step** | **Action** |
| **1** | From the **Case Details Landing Page**, navigate to the **Member’s Recent Support Tasks panel** and click **View All**.  **Note****:** Agent must click **View All** to locate newly submitted Support Tasks.    **Result****:** The Support Task History displays. |
| **2** | Locate the newly submitted support task and click the **Support Task Number** hyperlink.    **Result****:** The Support Task Details tab displays. |
| **3** | Scroll down to the **Turn Around Time Information** section. |

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| Related Documents |

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

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

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