# Compass - Viewing Communications

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**Description****:** Provides instructions for handling member communications, including locating and resending letters, and addressing opt-out requests. Contacting the Senior Team or a supervisor may be required for certain actions.

**Notes:**

* If the member requests that we stop sending them letters, contact the Senior Team or a supervisor for assistance.
* Letters can come from many departments for different programs. Further research may be needed as there is no single way to opt the member out of everything.
  + If a member is calling to request that a letter be re-sent to them, contact the Senior Team for assistance.

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| Locating Letters Sent to Members |

Perform the steps below to locate the letter:

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| **Step** | **Action** | |
| **1** | Navigate to the **Quick Actions** panel on the **Member Snapshot Landing Page**, then click the **Communications** hyperlink.    **Note:** Only member specific letters display. | |
| **2** | Ask the member to provide the number at the bottom left of the letter.  **Note:** It will include a dash and could be a combination of numbers and letters. | |
| **If the member is…** | **Then…** |
| Able to provide the number | Continue to Step 3. |
| Unable to locate a number on the letter | Review the entire CIF to determine if there is a mailing campaign related to this issue.  **Note:** Click the Expand All button, press **F3** button performs a word search.   * If yes, continue to the next step. * If not, ask the member to read the letter to you and assist them as appropriate. Continue to the next step. |
| **3** | Review the Communication History section to determine if the number is listed in the Communication ID column.  **Note:** The Date Range fields can be used to filter the communications displayed. Date Range is defaulted to 90 days and can be edited; once edited, click the **Search** button to refresh the list of communications. | |
| **If…** | **Then…** |
| Yes, the number is located | Continue to Step 4. |
| No, the number is not listed in the column | Proceed to [Using the Search for Communication Tool](#_Using_the_Find). |
| **4** | Click the **Communication ID #** to display a copy of the letter. | |
| **5** | Review the content of the letter and assist the member as appropriate.   * If a member is calling to request that a letter be re-sent to them, contact the Senior Team for assistance. | |

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| Using the Search for Communication Tool |

Perform the steps below when unable to locate the letter in the member’s Communication History:

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| **Step** | **Action** | |
| **1** | Navigate to the **Quick Actions** panel on the **Member Snapshot Landing Page**, then click the **Communications** hyperlink. | |
| **2** | Type the number provided by the member in the **Communication ID** field then click **Search**. (Date Range defaults to 90 days; change the date range for a broader search.)  **Note:** The communication ID is typically found in the bottom left of letters we send. | |
| **3** | Review the search results. | |
| **If the communication is…** | **Then…** |
| Found | * Click the **Communication ID** hyperlink to display a copy of the communication. * Review the content of the letter and assist the member as appropriate.   **Note:** The letter is a template and not personalized to the member. |
| Not found | * Depending on the line of business, the caller may request a specific communication. Refer to the [Scenario Guide](#_Scenario_Guide) below as needed. * Ask the member to read the letter to you and attempt to determine its meaning. * Upon understanding the content of the letter as expressed by the member, answer the member’s questions to clear confusion. * Educate the members on their plan benefits, especially those specific to the letter, so they are aware of any process details, available options, and the turnaround time to resolve the current issue. * If you feel that you have not succeeded in answering the members’ question, contact Teams Chat. * If still uncertain, reach out to Senior Team.   **Note:** In some cases, clients may send letters directly to members that we do not have access to. Ask the member who sent the letter. Which company/logo is displayed on the letterhead? |

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| Viewing Digital Communication |

To view messages sent through Digital Communication (which will only show messages sent through the Messaging Platform), perform the following steps:

**Note:** The information varies based on the type of correspondence sent: Email, phone call, text, etcetera.

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| **Step** | **Action** |
| **1** | Navigate to the **Quick Actions** panel on the **Member Snapshot Landing Page**, then click the **Communications** hyperlink.    **Result:** The Communications page displays. |
| **2** | Navigate to the **Communication Quick Links** panel, click **Digital Communication**.    **Note:** The Tool Tip icon next to the Digital Communications hyperlink displays the following message: “A new browser tab will launch to display communications that were sent electronically to the member.  **Example:** Email, Text.  **Result:** A New Browser opens with communications sent to members. |
| **3** | 1. Filter the information through the drop-down arrows for both message type and status. 2. Select the **checkbox** to choose the type of message and the status of the correspondence to view.     **Note:** View of the communication is available to view upon selection of a communication. |

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| Commercial Explanation of Benefits (EOB) Opt Out |

An EOB is a monthly communication sent to members which shows all prescription claim activity for the previous month.

**Example:** If a member had claim activity in June, their June EOB will mail out in July.

Commercial EOB is client specific and is not available to all members. Refer to CIF.

To opt the Member out of receiving Commercial Explanation of Benefit (EOB) communications, perform the following steps:

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| **Step** | **Action** | |
| **1** | Navigate to the **Quick Actions** panel on the **Member Snapshot Landing Page**, then click the **Communications** hyperlink.    **Result:** The Communications page displays. | |
| **2** | Determine if the checkbox next to **Commercial EOB Opt Out** is checked. | |
| **If the checkbox is…** | **Then…** |
| Checked | Member is already opted out of receiving EOB communications. |
| Not Checked | Proceed to the next step. |
| **3** | Click the **checkbox** next to **Commercial EOB Opt** **Out**.    **Notes:**   * If the client does not allow the member to opt out of EOB, the checkbox is disabled. * Moving cursor over the tool tip icon displays the following message: “If disabled, the client does not allow EOB member level opt out.” | |
| **4** | Review the following alert displaying: “Are you sure you want to opt this member out of EOB?”   * Click **Yes** to proceed and Opt the Member out of receiving EOB communications. * Click **Cancel** to cancel the request. | |

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| Scenario Guide |

If the caller requests letters other than what is found in Communication History or Search for Communication or grammatic errors are found within the document received, refer to the following scenarios as needed:

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| **Scenario** | **Action** |
| Depending on the line of business, the caller may request a specific communication | a. Navigate to the **Communications Quick Links** section:    **Result:** The Tool Tip icon next to the Other Member Lettershyperlink displays additional Communications that may be available.     1. Click the **Other Member Letters** hyperlink to access these Communications. |
| Member requests TiC (Transparency in Coverage) letter. (Current or Historical)  Drug Cost Comparison Letter Requests | 1. Navigate to the **Communications Quick Links** section.     **Result:** The Tool Tip icon next to the Drug Cost Comparison Letter Requests hyperlink displays additional Communications that may be available:     1. Click the **Drug Cost Comparison Letter Requests** hyperlink to access these Communications.   **Note:** Only the past 3 (three) months of historical letters displays from the current date.  **Result:** The Drug Cost Comparison Letter Requests screen displays.   1. Click the **Communication ID** hyperlink.     **Result:** When selecting a particular Drug Cost Comparison Letter (TiC Letter), a PDF of the actual letter that was sent to the member displays. |
| Medicare D beneficiary calling about a letter prior to May 2020 | 1. Navigate to the **Communications Quick Links** section:     **Result:** The Tool Tip icon next to the Medicare D Letter(s) pre 5/2020hyperlink displays the following message: “Access to Medicare D Letter(s) pre 5/2020”.     1. Click the **Medicare D Letter(s) pre 5/2020** hyperlink to access these Communications. |
| Spelling Errors found within the document | Periodically, spelling errors (such as “please do not ‘rely’ to the message” or “additional ‘questions’ about”) or typo’s might display in the body of an email notification received by our members from sources that present themselves as legitimate alerts; however, scammers pretend to be from any large company for their own gain.  **Example:** Possibly legitimate sources of email correspondence include [info@alerts.caremark.com](mailto:info@alerts.caremark.com) and [notifications@CVSCaremarkRXAlerts.com](mailto:notifications@CVSCaremarkRXAlerts.com).   1. Verify that an email was sent in the Communications history, as listed above in [Viewing Digital Communication](#_Viewing_Digital_Communication) section in this Work Instruction.   Complete the following:   1. The email cannot be located in the Communication History tab, attempt to verify the email address is truly a CVS Health domain; verify with your supervisor or from within the Outlook address book.  * If a record of an email cannot be found, that could be a strong indicator that the email in question is not authentic, and it should be treated as a phishing attempt. A Support Task should be logged for the record. Reassure the member that they have been heard. * If In doubt as to the authenticity of the email, encourage the member to follow their intuition and treat the email as a Phishing attempt.   Thank you for bringing this to our attention. I am going to take a few minutes to log this occurrence into our system so that further research and action can be taken.   1. Submit a “Suggestions” Support Task as directed in the Process – Inside Members Account section of [Compass-Create Support Task WI (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6). 2. From the Case Data screen, click the **Create Support Task** Button.     **Result:** After Clicking Support Task, the New Support Task: Support Task window opens.  **Note:** Fields containing an asterisk (\*) are required. For detailed information regarding the fields, refer to [Compass-Create Support Task WI (050031).](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)  **Result:** The Issue Information section will display specific data to help track and manage the Support Task.     1. In the Support Task Types section, enter Suggestions as the selection. Refer to [Compass - Support Task Types and Uses List (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98) for more information regarding when members call requesting to submit a complaint or suggestion. 2. In the Notes category, log the nature of the concern and include the suspicious email address for future reference. |

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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)

[Compass – Create Support Task (050031)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64f18e5a-4d56-4175-ba8e-e7d094e501d6)

[Compass – Support Tasks Types and Uses (058147)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6753488f-3996-45d9-88ba-257575369a98)

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

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