# Incoming Artificial Intelligence (AI) Calls to Customer Care (Automated or Computer Calls)

[Background Information and Resolution](#_Toc191911838)

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**Description:** Process to handle incoming calls from Artificial Intelligence that cannot be used for authentication or to obtain member information. This includes a Q&A to handle these types of calls to ensure member privacy.

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| Background Information and Resolution |

CCR’s have received calls from either AI (Artificial Intelligence) or a real person who wants to transfer the call to AI to obtain information about the member. Our Privacy Team has confirmed that you cannot speak to AI to authenticate a caller, provide member information or process a transaction.

**NOTE:** If you have concerns about whether your caller is AI or a “Live” person, reach out to your supervisor.

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| Questions and Answers |

Refer to as needed:

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| **Question** | **Answer** |
| Can we accept an Artificial Intelligence call to Authenticate a member? | No, Attempt a total of three (3) times to get a live person on the call and wait 10 seconds between each attempt. |
| Are we allowed to speak to a live person initially then be transferred to provide information to AI? | No, we must always speak to a “Live” person when providing authentication, information or performing processes for our members. |
| If I am unsure if speaking to AI or the member, what should I do? | Am I speaking to a live person?  **Note:** Allow the caller or bot to respond.   * If a live person is connected to the call, continue the call as normal starting with complete authentication. * If you feel that you are speaking to an AI bot, make three (3) attempts to get a live person on the line and wait 10 seconds between each attempt. If you determine a live person is unable to come to the phone inform the caller.     image2s Icon - Important Please be aware that AI will sometimes identify as a live person when it is not. Ensure we are making three (3) attempts before following the prompt below and disconnecting the call.  I am unable to continue the call without speaking to a live person. At this time, I will be disconnecting the call, please call us back when a live person is available. |
| What happens if I am automatically transferred to AI upon answering the call? | Notify the caller that you cannot continue the call without a “Live” person on the call. |

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| Related Documents |

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

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

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