# Outbound IVR Calling Members

[Process](#_Toc200621128)

[Related Documents](#_Toc200621129)

**Description:** Instructions for handling a call where the IVR makes an outbound call to a member and the call is transferred to the CCR for resolution.

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| Process |

 Our automated calling (IVR) system is often utilized to call members related to issues with their prescriptions. In some instances, once the member answers the IVR transfers the call to a colleague within our organization to assist the member or they might have an option to opt out speaking with the IVR and be transferred to a Customer Care representative. There are many reasons why the Outbound IVR may be utilized, however; it is important that you answer and resolve the call.

Follow the steps below:

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| **Step** | **Action** |
| **1** | Review the IVR Caller Intent to identify the reason why the call was made to the member. Based on the reason listed, obtain the information needed from the member.  **Examples:** Displays on the CTI pop up screen  PeopleSafe:    Compass:    For a list of call types and departments that maybe calling the member, refer to [Outbound Phone Numbers Displaying on Caller ID (042944)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f9fd8f60-2089-4362-824c-7b410d12744a).  **Note:** If the phone number is not listed on the above referenced document, open a ticket with IT Service Center Telecom issue. They will determine if the phone number is accurate. |

[Top of the Document](#_top)

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| Related Documents |

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

**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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