# PeopleSafe - Corrections to Deductible, MOOP and MAB (CDH Accumulations Task)

[Request Correction for Deductible, Max Out of Pocket (MOOP) or MAB Accumulation](#_Toc188506619)

[Turnaround Time](#_Toc188506620)

[Related Documents](#_Toc188506621)

**Description:** Use when submitting a CDH Accumulations Task that is used for corrections to Deductible/MOOP/MAB Accumulation after validation occurs. Not applicable to Aetna, Medicare D or the Senior Team.

|  |
| --- |
| Request Correction for Deductible, Max Out of Pocket (MOOP) or MAB Accumulation |

Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Ask probing questions to determine the reason for their call then research the member’s issue and provide information to the caller. | |
| **If…** | **Then…** |
| Able to resolve the inquiry | Provide the information needed, assist with any other requests, and complete the call. |
| Not able to resolve the inquiry | Proceed to Step 2. |
| **2** | Determine if the task is appropriate (the accumulations are/may need updated) by fully researching the situation to determine that this action is needed.  **Examples:** Plan is integrated with medical but medical expenses are not updated, claims on file that should go toward accumulators but are not, etcetera. Review CIF, Work Instructions, View Activity, Member-Level Comments, Test Claims, check Account Balance, Plan Summary, etcetera.  **Note:** If the member has less than 10 days’ supply on hand and this would affect their ability to receive their medication (such as they cannot afford the copay without the accumulations being updated), contact the Senior Team. | |
| **3** | Empathize and acknowledge that you understand their concerns. Advise the caller that you will be submitting a request to have this reviewed. Ensure we have an updated phone number for the member.  I can definitely see how this would be frustrating. I am reaching out to have this reviewed. We will work to resolve this within 10 business days, but it may take more time, depending on your plan. You will be contacted when they have an update. Thank you for your patience.  Create an CDH Accumulations Task – Resolution Manager as follows:   * **Task Category:** Customer Care Internal Process * **Task Type:** CDH Accumulations * **Queue:** CC Internal Process – Client Support * **Notes (Required)**, including all details: * Order number * Name of medication(s) * Accumulator type * Actual date(s) * Dollar amount(s) for the deductible(s) and the * MOOP or MAB issues that the member is disputing. | |
| **4** | Click **Save and Clear.**  Do not submit the Participant Call Back Task.  **Result:** The RM Team contacts the member when the issue is resolved. | |

[Top of the Document](#_top)

|  |
| --- |
| Turnaround Time |

Any deductible, MOOP or MAB issues (specifically around CDH plans) requiring the Account Manager to contact the client or Third-Party Administrator (TPA) may require additional time for resolution. In these circumstances, we are waiting for the client or Third-party administrator to reply back to us.

Advise the member that the average time to resolve the task can exceed **10 business days**.

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Resolution Manager (RM) Task Types and Uses (029980)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3438a8ea-9ad1-4c4b-b710-57dab144493c)

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

Not to be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**