# What You Need to Know about Client Information Forms (CIF’s) in theSource

[Information](#_Toc205282451)

[Related Documents](#_Toc205282452)

**Description:** Discusses the key items related to CIF’s (Client Information Forms) along with the process of providing feedback when you identify an error.

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| **Information** |

* CIF’s in theSource are viewed by accessing theSource and searching for the client code or client name.
* Unpopulated Sectionsare hiddenintheSource. It is designed with the ability to hide sections and labels that have no content and therefore are not relevant to that client. This keeps the CIF’s shorter and easier to navigate and read. Exceptions to the hidden fields include the Account Balance and Group/Plan, which display even when there is no content populated.
* Hyperlinksare a great way to reduce the size of the CIF and to get you to information that may be important for that client.

**Note:** If you are unable to access a document using a hyperlink found in the CIF, look for the same document in the “Related Content” section. You can then submit feedback via theSource about the broken hyperlink so it can be updated.

* **Need to Know** section may includecomments that are not listed in chronological order. Review the entire “Need to Know” section to ensure you are viewing the most current information.

**Note:** As updates are made to CIFs over time, click on **Expand All** and then press the keys “**CTRL and F**” on your keyboard simultaneously to bring up a search box. This is an effective way to search within a CIF for key terms.

* Med D/EGWP Pre-CIF templates continues to be accessible via the Related Content – Other section. As updates are made, the information from the Pre-CIF will be moved to other most appropriate sections of the CIF. Review both places for information until updates have been completed.
* **theSource Feedback:** Providing feedback on documentsis a vital part of ensuring up to date information. Use theSource feedback feature at the bottom of every document to let us know if you discover anything that needs improvement. Select “**It Needs Improvement**” and complete the “Tell Us More” section.

 Refrain from using “It’s Good” unless you include specific feedback in the “Tell Us More” section.

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| **Related Documents** |

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

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

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