# PeopleSafe - Universal Identification (UID) Numbers to Locate and View Claims

[Viewing Claims by UID](#_Toc165566449)

[Determining if a Claim Was Processed Using Follow Me Logic](#_Toc165566450)

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**Description:** Information about UIDs and how to view claims using this ID.

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| Viewing Claims by UID |

The UID uses Follow Me Logic (FML) in order to track a member’s claims from carrier to carrier. The UID is an internal reference number which will not be provided to the member; therefore, members will not be able to provide this number over the phone to help CCRs locate their information.

The number will be available in many sections of PeopleSafe including prescription history, prescription detail, and Statement of Cost (SOC) screens. Viewing a member’s profile by searching for UID will display all the member’s claims that have been processed on RxClaim (regardless of the carrier).

These UID’s are not to be confused with UID’s provided by clients prior to eligibility to perform Test Claims for new members.



Perform the steps below to view all claims attached to a member’s UID

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| **Step** | **Action** |
| **1** | Access a member’s profile in PeopleSafe. |
| **2** | Click on the **Prescription History** button on the main page. |
| **3** | Click on the **View Claims by UID** button at the bottom of the screen.  **Result:**  All available claims for the member will display on the new screen. |

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| Determining if a Claim Was Processed Using Follow Me Logic |

The claims that are viewed on the View Claims by UID screen may have been processed while the member was under another carrier.

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| **Step** | **Action** | |
| **1** | Access a member’s profile in PeopleSafe. | |
| **2** | Click on a prescription number from the main screen to access the **Prescription Details** screen. | |
| **3** | Locate the “FML (Follow Me Logic) Claims” field. | |
| **If field states…** | **Then…** |
| Yes | The claim was processed with a UID attached.  **Note:** This will be a hyperlink which, when clicked, will display a pop-up window with the carrier, account, group, and member ID for the claim. It will also display the UID and any edits. |
| No or is Blank | The claim was processed without this logic |

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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)

[Customer Care Abbreviations, Definitions and Terms - F (051676)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=25547eb8-a012-4c6b-a272-d71a49206e81)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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