# Be a Customer Care Power House Index

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**Description:** Index of the Power House job aids that can be utilized for a quick view and access of documents.

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| What Can a Power House Do? |

Our goal is to provide members with service that goes above and beyond the member’s expectations.



A CCR Power House can ensure a positive member experience, even if the call doesn’t start out that way. Power houses can:

* Recognize buzz phrases and care for the member’s needs.
* Engage in new ways to improve communication skills.
* Handle escalations professionally and efficiently.
* Provide accurate Turn Around Times.
* Go above and beyond on every call.

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| Being a Power House Index |

This index provides information and resources that will empower the Customer Care Representatives with the needed tools to improve skills and become a Customer Care Power House!

Learn how to become a power house:

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| **Title (with hyperlink)** | **Description** |
| [Being a Power House - Improving Communication Skills (008984)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=da0f4511-ca58-4102-a9ee-ec591743716c) | This document provides suggestions for improving your communication skills. |
| [Being a Power House – The Value of Empathy (006479)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=574c4d9a-35f0-44ac-aaec-97d9330c2802) | This document provides several suggestions on how to apply empathy when speaking with the member. |
| [Be a Customer Care Power House, Be Knowledgeable (008978)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=4ff4a4ab-efa4-4806-ba90-9a2330d9d76b) | This document is a reference to being knowledgeable by using the resources provided to perform your role and it provides some examples of what information you may find. |
| [Being a Power House - Call De-Escalation (007480)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=44048025-6462-4508-bb40-a5929e240d08) | This document provides reminders on how to de-escalate calls by remaining calm, letting the member explain the situation, apologizing and providing options and educating. |
| [Being a Power House - Taking Ownership (010428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d10595e0-b352-4f3b-b886-4c0866c03ac5) | This document provides reminders on how to effectively identify and handle issues. It is important to take ownership to resolve issues or concerns when possible on the first contact. |
| [Being a Power House - Tips for Warm Conferencing/Transferring (006481)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0b85748c-1032-4424-a39c-708af47e93d8) | This document provides with the key points to Listen, Ask Permission, Provide Contact Information and to Keep it Warm when warm transferring and properly introducing the caller to another department when presented with an issue that you are unable to resolve after exhausting all of your resources. |
| [PeopleSafe - Being a Power House - Submitting Resolution Manager Tasks (019151)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fc5cb591-e18b-40bb-b060-6e62794bb259) | This document provides information on how to submit Resolution Manager Tasks. |
| [Compass - Being a Power House - Submitting Support Tasks (067007)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70f98215-0c64-40dd-bb85-1c935fb631f7) | This document provides information on how to submit Support Tasks. |
| [Compass or PeopleSafe - Being a Power House Improving the Member Experience with Empathy (008976)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6d367d72-7134-4553-a452-a453e10091e9) | This document will provide representatives with guidance and suggestions on handling calls based upon various emotions, in order to maximize the member experience. |
| [Being a Power House Asking Probing Questions (010429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6fdfb84b-6e96-4c50-997c-b8f2924958ed) | This document provides tips for when to ask our members probing questions which helps to avoid misunderstandings. |
| [Being a Power House - Talking to Members About Doctor (MD) Outreach (006476)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=02642d70-f4cf-4582-b72c-cb85c3a11776) | This document provides you with information and tips about Talking to Members when they inquire asking either why we reached out to their doctor or why their order is being held due to more information needed. |
| [Being a Power House - Summarizing the Members Home Delivery/Mail Order Request (006475)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54df0081-0956-47b9-9893-f1d45ebfc403) | This document will assist CCRs with how to summarize home delivery/mail order pharmacy calls in regard to Order Placement. This will ensure we are accurately listening, recapping the member’s inquiries, and avoiding any potential errors. |

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| Related Documents |

**Abbreviations/Definitions:** [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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