# PeopleSafe - Returned Checks NSF Check Copies

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[Process to Request Copy of NSF Check to be Sent to the Plan Member](#_Toc161656182)

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**Description:** Process to request a copy of NSF check to be sent to plan member.

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| Reminders |

Checks are processed via the Check 21 process (electronic data file) through Bank of America for a payment from the plan member account. If the check is returned by the bank for NSF, Stop Pay, or for any other reason, the checks are **never returned** to the plan member.

We process the debit in Transaction History as “Check Return” and assess a “Service Fee” for $25.00. An SAP (Systems Applications and Products) statement is generated and mailed out to the plan member after the debits have been applied to the account for the bank returned check.

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| Process to Request Copy of NSF Check to be Sent to the Plan Member |

If a member receives statement stating their check was returned because of NSF, follow the process below:

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| **Step** | **Action** | |
| **1** | Select **Resolution Manager**. | |
| **2** | Select **Create Task**. | |
| **3** | From the **Task Category** drop down box, select **Billing/Payment**. | |
| **4** | From the **Task Type** drop down box, select **Payment Dispute**. | |
| **5** | Fill in the below fields on the Task: | |
| **Field** | **Description** |
| **Order Number** | The order number associated with the NSF check. |
| **Amount Disputed** | Check amount. |
| **Reason of Dispute** | NSF check. |
| **Check number** | NSF check number. |
| **Check Amount** | NSF check amount. |
| **Check Date** | NSF check date. |
| **Notes** | Plan Member is requesting copy of the NSF check. |
| **6** | Select the **Save and Clear** Button. | |

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| Resolution Time |

Up to 3 business days

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| Related Documents |

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

**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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