# Billing & Payments Index

[**Document Listing](#_Toc207121832)

[Related Documents](#_Toc207121833)

**Description:** List of all Billing and Payments documents relevant to Commercial Care Representatives. Including Payment Options, Invoices, Statement of Cost, Reverse/Reprocess Claims, Refunds, and more.

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| Document Listing |

Refer to as needed:

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| **Title** | **Document Number** | **Description of Document** |
| Balance – Mail or Make Payment | PeopleSafe - [CMS-2-010988](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bb2539c7-166b-4d62-a300-adf608e505ce)  Compass - [TSRC-PROD-053927](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2) | This document addresses how to make a payment with a credit card, debit card, or electronic check for outstanding balances owed to CVS Caremark without placing an order when the customer calls into Customer Care. The member may also use the website or IVR to make payments. |
| Balance Transaction History/Payment Dispute (Mail Order Claims Only) | PeopleSafe - [CMS-2-004578](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba2c70ed-7f0c-4779-98b6-9bc1eb9bbb1f)  Compass - [TSRC-PROD-058044](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764) | This document covers the process to use when a member questions a payment on their account. |
| Caremark.com – Account Balance & Payments | [CMS-PCP1-038113](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6c30ce7-caf7-4c75-96e7-ada6ab0731e3) | This document provides information on how members can View Account Balance, Payment and Activity History, and Make a Payment online. |
| Caremark.com -Payment Options | [CMS-PCP1-038260](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=dcbe2368-ea4d-4371-8171-302498cff3fe) | This document provides instructions for how members can add, edit, or delete payment methods in their CVS Caremark.com account. |
| Caremark.com - Payment Pre-Authorization Reversals and Re-Authorizations | [CMS-PRD1-062169](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=92919918-5661-4064-b259-20556198b84a) | The credit card pre-authorization process allows real-time pre-authorizations, reversals and re-authorizations of credit card order and balance payments via IVR, PeopleSafe, Compass and Web Portal systems. |
| Copay Installment Payments | PeopleSafe - [CMS-PRD1-087380](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9765cf50-e615-4720-83e4-32ad0bd81c64)  Compass - [TSRC-PROD-057183](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=14e13366-0206-4670-9b6f-15de902471d6) | Copay installments will allow a member to break up the total amount due for their prescription order into three equal payments. |
| Copay Mail Order Reverse and Reprocess Claim | PeopleSafe - [CMS-2-021894](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5d4876c1-e43f-41d8-ba45-0e4a72aee882)  Compass - [TSRC-PROD-050134](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=05e19ecb-3da9-435d-945e-c1a7b3587706) | This document outlines the steps to follow when a Mail Order Claim Reversal and Reprocess is required. |
| Copay Too High / MAB Exceeded – Caremark Nonconformance CCR | PeopleSafe - [CMS-2-024447](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f0f403-f9ff-457a-b9c7-fe145aaace5c)  Compass - [TSRC-PROD-058097](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e7e3115-e2d6-41c6-bd9e-83a67e0ec196) | A plan member requests to return a prescription or order alleging Caremark failed to inform them of high dollar amount. |
| Credit Card Pre-Authorization and Talk Tracks | PeopleSafe - [CMS-PRD1-061981](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3d1c3e21-e591-4e8d-a798-c482ee3c57c8)  Compass - [TSRC-PROD-074894](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=42e9aada-ac08-4a9f-a001-642caf99ea03) | The credit card pre-authorization process allows real-time pre-authorizations, reversals and re-authorizations of credit card orders and balance payments in IVR, PeopleSafe, Compass and Web Portal systems. |
| Duplicate Statement of Cost (SOC) Statements | PeopleSafe - [CMS-2-004602](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3481aa7e-e514-45a8-8c9c-84e664588cf2)  Compass - [TSRC-PROD-056893](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662) | This document describes the process of how to respond to a member’s request to create a duplicate Statement of Cost (SOC).  An SOC is generated for each claim adjudicated, whether it is paid or denied in the system. |
| Financial Codes Reference Payment Dispute | [CMS-2-023732](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=a4a01412-ec51-4bcf-acaf-ce71b794d955) | The following table will define the financial codes used by the financial department when addressing Payment Dispute issues. |
| Financial Statement of Cost (SOC) Deceased Member, Spouse or Dependent | PeopleSafe - [TSRC-PROD-043266](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9)  Compass - [TSRC-PROD-056893](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662) | This document provides direction when a caller is requesting the total co-pay and/or total cost of (Rx) prescription drug history for a specific time for a deceased member, spouse or dependent. |
| Financial Statement of Cost (SOC) Member, Spouse or Dependent | PeopleSafe - [TSRC-PROD-043264](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7049837e-d636-430e-b990-ae0706bd09e9)  Compass - [TSRC-PROD-056893](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7bd8dfef-b12e-401e-9c4e-1e67e9a6a662) | This document provides direction when a member is requesting total co-pay and/or total cost of (Rx) prescription drug history for themselves, their spouse or dependent for a specific time.  The financial statement of cost displays prescriptions processed through the member’s prescription benefits. |
| High Dollar Copay Orders | PeopleSafe - [CMS-PRD1-086469](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bc3693f3-fefe-4bb5-8720-4e51e940a0f7)  Compass - [TSRC-PROD-073658](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=37de659a-8d97-4716-804c-f34bfa38823f) | This document provides process steps on how to handle calls regarding high dollar co-pay prescriptions and Cardholder limits exceeded at Mail Order Delivery. |
| Manufacturer Coupons | PeopleSafe - [TSRC-PROD-067016](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e36f5cf2-75af-4d10-a4b5-477958e1af24)  Compass - [TSRC-PROD-063965](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8eb849ae-eaa3-4d01-bbf8-195b9cd4bdbf) | This document provides our Mail Order process when responding to questions regarding manufacturer coupons. |
| Order Status - Payment Exceptions | PeopleSafe - [CMS-PCP1-021319](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=445b2dd4-59b7-4ddb-bd4e-b15b3b665989)  Compass - [TSRC-PROD-056291](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6) | The Pending Resolution of Payment Issues queue is utilized to temporarily stop the order process when payment information is needed. An outbound call is made to the member in an attempt to gather this detail. If the member is unavailable at the time of the call, a message will be left asking the member to call Customer Care with the appropriate payment information. |
| Pay Your Balance Alert | PeopleSafe - [TSRC-PROD-013482](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fcb51eef-692a-4d9d-b4e4-5fb756ca97c0)  Compass - [TSRC-PROD-076468](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cb5fd77b-116e-4d43-a705-4cbdba9a1849) | This document describes an email alert designed to inform members when they have an outstanding balance on their account. This is not a collections email. It is intended to proactively help members prevent future order delays that could be caused if their balance exceeds client-set limits. |
| Payment – Change Payment Method for an Open Order | PeopleSafe - [CMS-PCP1-025593](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=47bdca4c-e5e7-4887-856d-ff34db37dfc2)  Compass - [TSRC-PROD-056369](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8) | This document provides instructions for changing the method of payment for an open order. An order is considered “open” if it is NOT in the Label Printed status or further along in the process. |
| Payment - Duplicate Credit Card Charges & Card Authorizations | PeopleSafe - [CMS-2-004574](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9587b8cf-9e99-4d4f-a504-cbe659eeb7ab)  Compass - [TSRC-PROD-075764](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ae7af8f-732e-4a1b-be6e-5036aac5feaahttps://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ae7af8f-732e-4a1b-be6e-5036aac5feaa) | This document explains how to handle a call from a member indicating that duplicate charges appear on their credit card, either in error, or because an authorization hold issued by the PBM has not been released. |
| Payment Fill and Bill | PeopleSafe - [TSRC-PROD-063005](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a79f2f42-325b-4f61-87d3-b1300dc53295)  Compass - [CMS-PCP1-025493](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0d911c06-a035-4993-b59a-c848a7d96831) | This document provides information on the Fill & Bill product which is client-specific and allows the member to have a bill sent with their order, instead of paying up-front with an electronic method of payment or check/money order. The maximum balance amount is client specific and can be found in the CIF – Client Info or Peoplesafe in the Order Screen or in Mail Order Payments under alternative payment options. |
| Payment - Finding (Locate) a Payment | PeopleSafe - [CMS-PCP1-024758](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f68cdde2-ea7f-4f11-bb7d-a1f80f29dc4c)  Compass - [TSRC-PROD-056290](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70c94821-78b7-4cc3-9070-ffc252362be7) | This document provides the direction of how to search for a payment made by check, money order, E-check, or credit card when the payment cannot be found within the Transaction History of the member’s account. |
| Payment Maintenance Add, Edit and Remove (Credit Card and eCheck) | PeopleSafe - [CMS-2-010987](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b0d1693e-3ebd-45e7-811a-adbe7e2c9f83)  Compass - [TSRC-PROD-056289](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a1a67eb-a7b1-4ae5-bcfe-e986bbe4aa3d) | This document provides the process to add, edit and remove credit cards and eChecks for payments of prescriptions on the account. |
| Payment – Unauthorized Payment Transaction | PeopleSafe - [CMS-PCP1-017658](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f3e89985-0ee9-4e15-ace8-e3bfbb52083b)  Compass - [TSRC-PROD-058044](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=54a5f0cf-a7cb-4533-9a46-49a39106d764) | This document covers the process that should be used when a call is received regarding an unauthorized electronic payment transaction appearing on the caller’s billing statement. The <PBM name> processed. This situation requires that a reversal of charge be completed for the caller. |
| Refund | PeopleSafe - [CMS-2-010221](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89febb33-693a-4e14-9e2c-f13c4935ce26)  Compass - [TSRC-PROD-057888](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=99d5924f-b53e-42cc-a337-5edc94d30f77) | This document provides steps to determine why a refund check was issued, and details how to initiate a refund to a member’s account. |
| Refund Stop Payment/Check Reissue | PeopleSafe - [CMS-2-004580](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b529fcee-1566-4001-a703-ce8b63186cb2)  Compass - [TSRC-PROD-061420](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f6f8404c-3eff-42f0-82d5-ffe3b5fa1b5f) | This document covers the process CCR’s use when a member needs assistance dealing with a check that has been issued and may now need a copy or for it to be replaced. |
| Replace a Check That Has Not Been Cashed or Deposited (Considered Lost or Stolen) | PeopleSafe - [TSRC-PROD-029739](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6c3e7f1-9fff-41f7-8f5f-e2c3a40cbb37)  Compass - [TSRC-PROD-061420](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f6f8404c-3eff-42f0-82d5-ffe3b5fa1b5f) | This document covers the process CCR’s use when a member is asking for a replacement check that has not been cashed or deposits but considers it lost or stolen. |
| Reporting Alleged Fraud CCR | PeopleSafe - [CMS-2-007636](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c7d99a52-ae23-4ff8-a5ea-0bd3d2760015)  Compass - [TSRC-PROD-057131](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ba630879-142f-4c5a-89c6-50b5018fe3b6) | This document provides procedures to resolve possible fraud cases where our members’ accounts may have been charged due to fraud or other errors. |
| Request a Copy of a Cashed or Deposited Check | PeopleSafe - [TSRC-PROD-029740](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ca07e73-4672-41af-b419-f017af24c3cb)  Compass - [TSRC-PROD-073943](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6cd9677e-3e8f-4c3a-9157-9223f75f5eeb) | This document covers the process CCR’s use when the Member or Assignment of Benefits provider is requesting a copy of a check that was cashed or deposited. |
| Returned Checks NSF Check Copies | PeopleSafe - [CMS-PCP1-024375](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=81e02f8c-463a-4b7e-9600-6667a90c6569)  Compass - [TSRC-PROD-074895](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b6af1870-0ee5-4ca7-a53f-55f94c275418) | 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.  A SAP statement is generated and mailed out to the plan member after the debits have been applied to the account for the bank returned check. |
| Return Order Request (Formerly Refund Copay Credit/Mail Tag Request) | PeopleSafe - [CMS-PRD1-060206](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7b80562c-60b7-4616-b431-c0a481c4c9cb)  Compass - [TSRC-PROD-058097](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e7e3115-e2d6-41c6-bd9e-83a67e0ec196) | This document provides instructions for when a member requests to return an order or medication received through Mail Order service. |
| Split Payments | PeopleSafe - [TSRC-PROD-017747](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=94965c2d-81bf-4a50-86b8-861c54728cae)  Compass - [TSRC-PROD-054227](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9da60cbd-81ae-4908-9c7e-7b8fbb59aa39) | This document provides the steps to add multiple payments for members with more than one credit card or ECheck when a member is either placing a new order, a refill order, or an order that is in progress. |
| Statement Invoice Copy Request | PeopleSafe - [CMS-2-017800](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f5f11c92-6544-4d2c-b064-27cd5a910b0b)  Compass - [TSRC-PROD-066728](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cbb8a222-7be3-469f-8287-387d92d742c9) | This document provides instructions for when the member requests a duplicate copy of the invoice received with their order*.* |
| Third Party Collections by TransWorld and Member Bankruptcy | [CMS-PCP1-021520](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=691ca190-f268-43c0-a56b-9195eb7bc552) | This document provides instructions and Talk Tracks on how to handle inquiries from our members related to TransWorld Third-Party Collection Efforts for past due accounts through the Home Delivery Pharmacy. |
| Unapplied Payments | PeopleSafe - [CMS-2-024619](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4e75a235-2097-43a9-8ba3-90d4bb6abc44)  Compass - [TSRC-PROD-056290](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=70c94821-78b7-4cc3-9070-ffc252362be7) | This includes the steps for addressing member requests regarding having mailed in a check or money order that was not applied to their account or if the member’s bank has sent an electronic payment for them through online bill pay. |
| Unclaimed Property/Checks Not Cashed | PeopleSafe - [TSRC-PROD-018700](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f2c2186-2c53-441a-be44-3d0940df202f)  Compass - [TSRC-PROD-062887](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=589a4793-e6c7-472a-a95d-1e7dd43e0f3b) | This document provides the steps to use when a caller needs assistance with a Due Diligence or Unclaimed Property (UCP) letter. Unclaimed Property is any reimbursement check issued to a payee that has been uncashed for over two years. Our business, affiliated companies, and the State of California will issue a Due Diligence letter to notify the customers of their uncashed checks. |

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| Related Documents |

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

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