**C****ompass - Add, Edit, and Delete Mail Order Payment Methods (Credit Card & eCheck)**

[View Mail Order Payment Methods](#_Toc202280757)

[Add Credit or Debit Card](#_Toc202280758)

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**Description:**  Process to add, edit, and delete credit cards and eChecks (electronic Checks) for payments of prescriptions on the member’s account in Compass. The Mail Order Payments tab in Compass gives the agent the ability to view payment method types listed on the account.

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| View Mail Order Payment Methods |

The following payment methods can be added and used to pay mail service account balances:

* Visa
* Mastercard
* American Express
* Discover
* Electronic Checking

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, click the **Mail Order Payments** tab.  **Result:** Payment information displays.    **Note:** Hover over any account name to see when it was last updated: | |
| **Card Accounts** will list the following:   * Card Type * FSA/HSA/HRA * last 4 digits of the card(s) on the account. * Expiration Date * Default Payment * Exclusive * Originated By (Contains only the first name; hover over the first name to **see the full name:** First, Middle, Last Name, Suffix.) | **Electronic Check Accounts** will list the following:   * Account Type * Last four of Account Number * Routing Number * Default Payment * Exclusive * Originated By (Contains only the first name; hover over the first name to **see the full name:** First, Middle, Last Name, Suffix.) |

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| Add Credit or Debit Card |

**Note:** Semafone has rebranded to Sycurio. Follow Work Instruction processes as outlined below. If the card is being added to address a payment conflict, the order in process will need to have the payment method updated. Refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6)

 It is **NOT** appropriate to include the credit card numbers in any Comments. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.

To add a Credit or Debit Card on the member’s account, perform the following steps:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, click the **Mail Order Payments** tab.  **Result:** The **Mail Order Payments** tab is highlighted and any card or eCheck on the account is listed. | |
| **2** | Click the **Add** button under the **Card** drop-down section.    **Result:** The Sycurio system displays. | |
| **3** | In a moment, I’ll ask you to enter your card number using your phone keypad instead of saying it to me. You may hear clicking sounds on the phone while I activate the system.  Speaker phone, Bluetooth, and three-way calls **will not** work with Sycurio. Ask the member to remove you from speaker, Bluetooth, or three-way before entering their credit card number into the system. The Sycurio system **will not** work if the Member is on hold. Check volume on headset; if volume is too high it can create errors. | |
| **4** | Agent types the **Sycurio CR** number (including # and \*) into their Five9 dial pad. | |
| **5** | Once the **SecureMode** icon goes from red to green and the **Credit Card** field becomes outlined in orange, advise the member:  When the system is active, please **do not** speak your card number.Please **type** your credit card number on your phone’s dial pad.  **Note: For** **TTY callers:** The TTY service will have to enter the credit card information on the phone they called us on instead of having the member enter the information on their phone.  **Result:** Sycurio will validate the card number instantly. Asterisks (\*) display in the **Credit Card** field except for the last 4 digits of the card, which will be visible in the field. The field will be outlined in orange until a full and valid credit card number is entered – then it will display a green checkmark.    **If the Credit Card field Outlines in Red with an X:****This indicates an error.** Red outline with an X indicates that the incorrect account number was input.   1. Advise the member:  The system did not recognize your credit card number. I’m going to reset this field for you. Please type your card number again onto your phone keypad. 2. Press the **Reset** button and ask the member to retype the credit card account number.  * If another payment is not going to be added using Sycurio, click **Close** to exit.  1. Once the account number field displays a checkmark, move to the next step. | |
| **6** | After the **Credit Card** field has displayed a checkmark, inform the member:  Thank you, I see that your <Visa, MasterCard, AMEX, etc.> ending in <last 4 digits> was entered correctly and securely. Would you please tell me the month and year expiration date of your card?   * Select the drop-down arrow from each month and year to enter the date given.   **CCR: Input the month and year**.  **Example:** For March of 2022, select “03” and “2022” | |
| **7** | Thank you, would you like to use the Credit Card account as the default payment account for all future orders?    When adding an **FSA/HSA** card, recommend to the member that it be set up as the default payment.   * If **Yes**, select the **Mail Default** checkbox and inform the member the credit card will be automatically charged when future orders are received unless a different form of payment is provided. * If **No**, inform the member that unless they already have a default payment account selected, they will need to authorize payment on each order. | |
| **8** | **For Commercial members only.**  Would you like to allow other family member(s) to use this credit card for mail order payments?   * If **Yes**, proceed to next step. * If **No**, select the **Exclusive** checkbox and inform the caller the credit card account will be designated for their use only, which could potentially cause processing delays if no other method of payment is available for other members’ orders.   A screenshot of a computer  AI-generated content may be incorrect.  **Notes:**   * Setting a payment account as “Exclusive” will give the owner of that account control over when it can be used. * Only the Exclusive account holder (or Authorized Representative) may authorize use of the Card for orders, regardless of whether it is set as the Default payment, as this prevents other family members from using the same payment type. * This restriction does not apply to outstanding balances. * When a member places an order through Customer Care, CCRs can specify whether any portion of an outstanding balance is included. When the member places an order using Caremark.com or the IVR (Interactive Voice Response) system, and an Exclusive eCheck payment method is used, any outstanding balances will be included in the payment. This occurs regardless of whose orders are being processed. Our automated system does not separate outstanding balances by family member. | |
| **9** | Click **Submit** on the Sycurio page.  **Result:** Popup displays acknowledging card was saved successfully. Close out of the screen by selecting **Close** in the upper right corner.  A screenshot of a message  AI-generated content may be incorrect.  **Result:** A message will display: “Payment method was successfully added, and all orders were successfully updated.” Proceed to the next step.  **Note:** If an Error Message displays, close the page, and try to add the credit card through Sycurio again.   * If the Sycurio system is not working, refer to [Errors and Alternative Options for Sycurio](#Alternatives) scenarios below.   **Errors and Alternative Options for Sycurio:**  Do not bypass the process of handling credit card transactions.  All credit card transactions must be processed using Sycurio. | |
| **Scenario** | **Action** |
| Caller unable to enter credit card information using the keypad on their phone. | I’m sorry, I am not able to take your credit card number verbally over the phone or type it into the system for you.  **Offer alternatives** **and resolve all other issues for the member/beneficiary:**  You can add a credit card number on the secure member website, which is available 24/7. You can also place refill orders online.   * If the member states that they cannot use the website, advise they can get help from a trusted family member or friend to do this or offer to add an eCheck account.   I can add an electronic check account for you on the phone today. E-checks allow you to pay for your orders online or over the phone via a checking or savings account. I will just need you to provide me with the routing and account numbers for the checking or savings account verbally over the phone. These numbers can be found on one of your account checks or savings deposit slips.  **CCR Note:** Refer to [Add eCheck](#_Add_eECheck) as needed.  **It is NOT appropriate to list the credit card or eCheck routing and account numbers in the Comments or Transfer Notes fields.** |
| Customer Care Representative (CCR) receives an error message and is unable to use Sycurio. | I’m sorry, but we are currently experiencing a system issue and I cannot add your card to the system.   1. Offer alternatives. Refer to [Alternatives](#Alternatives) above. 2. Use Snag It to obtain a screenshot.    1. Open SnagIt.    2. Click the red **Capture** button.   Move your cursor to the area to capture. You will see an up and down ruler. Place the ruler below the information to capture and **left click**.  **Result:** SnagIt editor displays with the screen capture.   * 1. Click **File**, then **Save As**.   2. Name your file and save it to your personal drive/desktop.   3. Select **Save**.   **Result:** The file is saved for the next step.   1. Gather the call information as described below:  * Sycurio CR number from the Sycurio screen * Customer (caller) telephone number, or last 4 digits (this is critical to identify the call) * Dialed number (what number did the caller dial to get to this agent?) * Site the agent works at (City and State) * Agent name, Phone Log in ID, description of the issue, (include screen shot) * Time issue started (and time that it stopped)  1. Notify your Supervisor using email and provide the information obtained. Attach the screen illustration from SnagIt in an email to your Supervisor.   **Result:** Supervisor creates a ticket and sends it to the Telecom Voice. |
| **10** | Click **Next**. A popup willdisplay: “Payment method was successfully added, and all orders were successfully updated.” | |

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| Edit Credit or Debit Card |

To edit an existing Credit or Debit Card on the member’s account, perform the following steps:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, click the **Mail Order Payments** tab.  **Result:** The **Mail Order Payments** screen displays. All cards on the account will appear in the **Card** section. | |
| **2** | Click the **Row Level Action** drop-down arrow for the card that needs to be edited, then select **Edit**.    **Result:** The Edit Card popup displays:   * Selected credit card preferences will have checkmarks next to them. * The **Originated By** field displays just the first name of the person who placed the credit card on file. Hover over the field to display the person’s First Name, Middle Name/Initial, Last Name, and Suffix. | |
| **3** | Edit the field(s) the member is requesting. Refer to the scenarios below: | |
| **If…** | **Then…** |
| Credit card is **expired** or is **about to expire**  **Note:** Only valid expiration dates (Current month/year or future date) can be entered. | 1. Update the **Expiration** **Date** field; enter the date in the format of mm/yy.   **Example:** May 2025 = “05/25”   1. Thank you, would you like to use the Credit Card account as the default payment account for future orders?  * If **Yes**,select the **Default Payment Method** checkbox and inform the member that the credit card will be automatically charged when future orders are received unless a different method of payment is provided.  1. Proceed to the next step. |
| Member would like to **designate** the credit card account as **Default** | 1. Do you want to use this credit card as the default payment method for all future orders? 2. Click the **Default Method Payment** box. 3. Inform the member that the credit card account will be automatically charged when future orders are received. 4. Proceed to the next step. |
| Member wants to **discontinue** using the credit card as the default payment method | Deselect the **Default** **Payment Method** box. Then proceed to the next step. |
| A **member** requests to designate a **specific credit card as their** **default**, but they are **not** the person who placed the credit card on file | 1. Do you want to use this credit card as the default payment method for all future orders? 2. **Verify the following information:**  * Credit card type   + Last four (4) digits of the credit card number   + Expiration date  1. Click the **Default Payment Method** checkbox. 2. Inform the caller the credit card account will be automatically charged when future orders are received. 3. Proceed to the next step.   Only Members or Authorized Representatives may edit or remove payment methods. Refer to the **Non-Beneficiary or Third Party** section of the [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [HIPAA Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). |
| Member **does not want** **other family members** to have **access** to the credit card account | 1. Would you like to make this credit card exclusive which restricts other family member(s) from using this credit card for payments? 2. **Verify the following information:**  * Credit card type * Last four (4) digits of the credit card number * Expiration date  1. Click the **Exclusive** checkbox. 2. Proceed to the next step.   Only the originator who added the credit card can make this update. Hover over the **Originated By** field for the full name.  **Note:** Setting the credit card as “Exclusive” gives the owner of that payment method control over who can use it. |
| **Member** would like to allow other family members to have access to an account **marked exclusive** | The Exclusive box will be greyed out, and the card will have to be deleted and added again; refer to the [Delete Credit or Debit Card](#_Remove_Delete_Credit) and [Add Credit or Debit Card](#_Add_Credit_or_1) sections.  In order to allow other family member(s) to use this card for mail order payments, I will need to delete and add it again, with those permissions. Do you have the card on hand?   * If Yes, refer to [Delete Credit or Debit Card](#_Remove_Delete_Credit) section below, then [Add Credit or Debit Card](#_Add_Credit_or_1) section above. * If No,  You can also update the payment method on the secure member website, which is available 24/7.   Only the originator who added the credit card can make this update. Hover over the **Originated By** field for the full name. |
| Member wants to **remove** the credit or debit card from their account | Refer to the [Delete Credit or Debit Card](#_Remove_Delete_Credit) section below. |
| **4** | Click the **Save** button.  **Result:** The following message will display: “Payment method was successfully updated.”  **Note:** If an error message displays, return to Step 2. **Example:** “System Error-Try again or contact your System Administrator.” | |

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| Delete Credit or Debit Card |

**New or Current Prescriptions:** Credit cards can be used to pay for new or open orders but **cannot** be removed until the prescription has been shipped.

**One Time Payment:** Credit cards can be used for a one-time payment on an existing balance and then removed from the profile as requested after the payment has been processed.

 Only Members or Authorized Representatives may edit or remove payment methods.

**Note:** Credit Cards cannot be removed under certain conditions. Refer to [Compass - Mail Order Payment History Screen (053927)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9a66303e-62a1-4cb5-817c-ad14e91b0bc2) **for further information:**

* Order is processing - They can only be removed upon completion of the order.
* Future Fill (FFL) order - Another payment account will need to be applied. This is to ensure the order is not held up due to payment issues once released from FFL.
* Review the Support Task panel to determine if a Payment Dispute task has been initiated and review the status of the task. To view Support Task History, refer to [Compass- View Support Task History (050044)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1674c564-fc41-42ad-a7c2-f3b610716cba).
* If the member is disputing a payment, **do not delete** the method of payment until after the refund has been processed. Refer to [PeopleSafe - Payment Unauthorized Payment Transaction (017658)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f3e89985-0ee9-4e15-ace8-e3bfbb52083b).

Complete the steps below:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, select the **Mail Order Payments** tab.  **Result:** The Mail Order Paymentstab displays. All cards on the account will appear in the **Card** section.    **Note:** If member does not have their credit or debit card with them, make every effort to ensure we are removing the correct card.   * Card Type * FSA/HSA/HRA * Last 4 digits of the card(s) on the account. | |
| **2** | Click the **Row Level Action** drop-down arrow for the card that needs to be removed, then select **Delete**.    **Result:** The Delete Card popup displays. | |
| **3** | Confirm that you have the correct credit/debit card selected. | |
| **If…** | **Then…** |
| Yes | Click the **Delete** button.  **Result:** The following message will display: “Payment method was successfully deleted, and all orders were successfully updated.”  **Note:** If an error message displays, return to Step 2.  **Example:** “System Error-Try again or contact your System Administrator.” |
| No | Click the **Cancel** button and return to Step 2. |

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| Add eCheck |

**Notes:**

* Members can use Online Banking Bill Pay with their banking institute to pay for mail order balances. Electronic check (eCheck) entries on the **Transaction History/Balance** section of Caremark.com may display up to 24 hours based on when the order begins processing.
* If a member calls in asking about using Online Banking bill pay with their bank, and is questioning the Account Number to use, Customer Care may advise member to use the ID number from their ID card.

If the eCheck is being added to address a payment conflict, the order in process will need to have the payment method updated. Refer to [Compass - Manage Diverts / Conflicts (Release Order) (056291)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d4ef5860-ef38-4ae9-afd8-a4cb0d1f12e6).

Icon - Important It is **NOT** appropriate to include the eCheck routing and account numbers in any Comments. All comment fields are periodically checked for compliance. Users who fail to abide by policy may be subject to disciplinary action.

To add an eCheck on the member’s account, **perform the following steps:**

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| **Step** | **Action** |
| **1** | From the **Member Snapshot** Landing Page, click the **Mail Order Payments** tab.  **Result:** The Mail Order Paymentstab is highlighted and any card or eCheck on the account is listed. |
| **2** | Click the **Add** button under the **Electronic Check** (eCheck) drop-down section.    **Result:** The Add eCheck popup displays. |
| **3** | Input the eCheck information as follows:   * Select **Checking** or **Savings** from the **Account Type** dropdown. * Input the **Routing Number** (9 digits). * Input the **Account Number**.     **Notes:**   * If routing number is incorrect, the following message displays:“Please enter valid eCheck routing number.” Confirm back to the member the Routing Number and the Account Number. * Refer to the check sample below to determine the member’s information to input: |
| **4** | Do you want to use this eCheck as the default payment account for all future orders?   * If **Yes**, click the **Default Payment Method** box and inform the member the eCheck account will be automatically charged when future orders are received unless a different form of payment is provided. * If **No**, inform member that unless they already have a default payment account selected, they will need to authorize payment on each order. |
| **5** | **For Commercial members only.**  Would you like to allow other family member(s) to use this eCheck account for mail order payments?   * If **Yes**, proceed to the next step. * If **No**, select the **Exclusive** checkbox and inform the caller the account will be designated for their use only, which could potentially cause processing delays if no other method of payment is available for other members’ orders.     **Notes:**   * Setting a payment account as “Exclusive” will give the owner of that account control over when it can be used. * Only the Exclusive account holder (or Authorized Representative) may authorize use of the eCheck for orders, regardless of whether it is set as the Default payment, as this prevents other family members from using the same payment type. * This restriction does not apply to outstanding balances. * When a member places an order through Customer Care, CCRs can specify whether any portion of an outstanding balance is included. When the member places an order using Caremark.com or the IVR system, and an Exclusive eCheck payment method is used, any outstanding balances will be included in the payment. This occurs regardless of whose orders are being processed. Our automated system does not separate outstanding balances by family member. |
| **6** | Click **Add** to save the eCheck on the member’s account.  **Note:** Click **Cancel** to exit the Add eCheck popup.    **Result:** When successful, the following message will display: “When you use your electronic check to pay for your order, we will process an electronic withdrawal from your bank account when your order ships. It is important that you ensure that you have adequate funds in your bank account to make this payment. For your records, your final payment amount will be reflected on the invoice receipt with your shipped order.” |

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| Edit eCheck |

To edit an existing eCheck on the member’s account, perform the following steps:

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, click the **Mail Order Payments** tab.  **Result:** The **Mail Order Payments** tab displays. All eChecks on the account displays in the **Electronic Check** section. | |
| **2** | Click the **Row Level Action** drop-down arrow for the eCheck that needs to be edited, then select **Edit**.    **Result:** The Edit Electronic Check popup displays:   * Selected eCheck preferences will have checkmarks next to them. * The **Originated By** field displays just the first name of the person who placed the credit card on file. Hover over the field to display the person’s First Name, Middle Name/Initial, Last Name, and Suffix. | |
| **3** | Edit the field(s) the member is requesting. Refer to the scenarios below: | |
| **If…** | **Then…** |
| Member would like to **designate** the eCheck account as **Default** | 1. Do you want to use this eCheck as the default payment method for all future orders? 2. Click the **Default Method Payment** box. 3. Inform the member the eCheck account will be automatically charged when future orders are received. 4. Proceed to the next step. |
| Member wants to **discontinue** using the eCheck account as the default payment method | Deselect the **Default Method Payment** box. Then proceed to the next step. |
| A **member** requests to designate a **specific eCheck as their default**, but they are not the person who placed the eCheck on file | 1. Do you want to use this eCheck account as the default payment method for all future orders? 2. Verify the following information:  * Financial Institution Name * Last four (4) digits of the account number * Account Type (Checking or Savings)  1. Click the **Default Payment Method** checkbox. 2. Inform the caller that the eCheck account will be automatically charged when future orders are received. 3. Proceed to the next step.     Only Members or Authorized Representatives may edit or remove payment methods. Refer to the **Non-Beneficiary or Third Party** section of the [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [HIPAA Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce). |
| Member **does not want other family members** to have **access** to the eCheck account | 1. Would you like to make this eCheck account exclusive which restricts other family member(s) from using this eCheck for payments? 2. Verify the following information:  * Financial Institution Name * Last four (4) digits of the account number * Account Type (Checking or Savings)  1. Click the **Exclusive** box. 2. Proceed to the next step.   Only the originator who added the eCheck account can make this update. Hover over the **Originated By** field for the full name.  **Note:** Setting the eCheck as “Exclusive” gives the owner of that payment method control over who can use it. |
| **Member** would like to allow other family members to have access to an account **marked exclusive** | The Exclusive box will be greyed out, and the card will have to be deleted and added again; refer to the Delete eCheck and Add eCheck sections.  In order to allow other family member(s) to use this eCheck account for mail order payments, I will need to delete and add it again. Do you have the account information on hand?   * If Yes, refer to the [Delete eCheck](#_Delete_eCheck) section below, then the [Add eCheck](#_Add_eCheck) section above. * If No,  You can also update the payment method on the secure member website, which is available 24/7.   Only the originator who added the eCheck account can make this update. Hover over the **Originated By** field for the full name. |
| Member wants to **remove** the eCheck from their account | Refer to the [Delete eCheck](#_Delete_eCheck) section below. |
| **4** | Click the **Save** button.  **Result:** The following message will display: “Payment method was successfully updated.”  **Note:** If an error message displays, return to Step 2. **Example:** “System Error-Try again or contact your System Administrator”. | |

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| Delete eCheck |

Perform the following steps when a plan member wants to remove an **Electronic Check** account:

**Note:** eChecks should not be removed if:

* The member is requesting credit. The credit will need to be generated on the eCheck account first, before we can delete the payment method from their account.
* A Future Fill (FFL) order unless another payment account is being applied. This is to ensure the order is not held up due to payment issues once released from FFL.

 Only Members or Authorized Representatives may edit or remove payment methods. Refer to the **Non-Beneficiary or Third Party** section of the [Universal Care – Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd) and [HIPAA Grid - CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

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| **Step** | **Action** | |
| **1** | From the **Member Snapshot** Landing Page, select the **Mail Order Payments** tab.  **Result:** The **Mail Order Payments** tab displays. All eChecks on the account will appear in the **Electronic Check** section. | |
| **2** | Click the **Row Level Action** drop-down arrow for the eCheck account that needs to be removed, then select **Delete**.    **Result:** The Delete Check popup displays. | |
| **3** | Confirm that you have the correct eCheck selected. | |
| **If…** | **Then…** |
| Yes | Click the **Delete** button.  **Result:** The following message will display: “eCheck deleted successfully.”  **Note:** If an error message displays, return to Step 2. **Example:** “System Error-Try again or contact your System Administrator.” |
| No | Click **Cancel** button and return to Step 2. |

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| Account Updater for Visa and MasterCard |

Do not proactively offer this service to members, because not all VISA or MasterCard cards are eligible. Eligibility is determined by the credit card issuer (the bank, credit union, etc.).

To maintain the accuracy of our member card data and prevent order delays, we have implemented an “account updater” where available. This is a service provided by VISA and MasterCard that automatically updates the following credit card information in our systems:

* Updated expiration dates
* New card numbers, if a new number was reissued due to lost/stolen/fraudulent activity, etc..

When an automated update has been made to the VISA or MasterCard account, automated comments will be added to Compass at the member level for the originator of the credit card.

The comment indicates: “Automated Bank Update” and “Updated (or Deleted)” + Card Type (Visa or MC) + “\*\*\*\*\*\*\*” + last 4 digits of the updated card number.”

Members should not notice these updates, and agents should avoid highlighting them.

If a member inquires why we already have an updated expiration date or card number, assure them that their account information has been updated by a secure program offered by their credit card issuer.

**Note:** If the Account Updater has inadvertently deleted the member’s card, use Sycurio to add the member’s card back if requested by member.

To find bank automated updates, complete the steps below:

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| **Step** | **Action** |
| **1** | On the Member Snapshot page, select **Alerts**. |
| **2** | Click the View All hyperlink, then select **Member** for the kind of alert.  **Result:** Multiples lines of information will appear.  Hover over Member name to get date and time information. |

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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)

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**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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