# Compass - Returned Checks NSF Check Copies

[Reminders](#_Toc197355091)

[Process to Request Copy of NSF Check to be Sent to the Plan Member](#_Toc197355092)

[Resolution Time](#_Toc197355093)

[Related Documents](#_Toc197355094)

** Description:** Process to request a copy of Non-Sufficient Funds (NSF) check to be sent to plan member.

|  |
| --- |
| 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.

[Top of the Document](#_top)

|  |
| --- |
| 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:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Select **Create Support Task button**. | |
| **2** | From the Type Category, select Payment Dispute. | |
| **3** | Confirm Contact Name, Contact Phone Number, and if a Medicare D Plan (Yes/No). | |
| **4** | Provide the required information below in the Initial Task Notes: | |
| **Information** | **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. |
| **5** | Select the **Save** Button and inform the member that a copy of the NSF Check will be mailed to them. | |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

Up to 2 business days.

[Top of the Document](#_top)

|  |
| --- |
| 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)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**