# PeopleSafe - Member ID Card/Benefit Info (Kit) & Replacement

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**Description****:** Details the steps to follow if a plan member needs Member ID Card(s) or Benefit Information (kits). If the client allows, the member may also print a card using our Mail Order pharmacy website or access it through our app for smart phones (iPhone, iPad, and Android phone users).

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| Reminders |

The client determines who prints and distributes the member ID cards to the member.

* Most clients issue ID cards that are printed only in the primary member’s name. Other family members **will not** receive a card with their own name on it. Requests for additional cards will also be issued in the primary member’s name. When the pharmacy submits a prescription to the insurance, they will use the spouse/dependent’s name and date of birth (not the primary member’s name on the card) to process the claim.
* Some clients may **print each person’s name** on the plan documents and each person will have their own individual card.

**Example****:** One card would display the primary member’s name, another the spouse’s name, and others with the dependent names if applicable.

 Customer Care Representatives (CCRs) cannot provide ID numbers to members, unless there are specific instructions in the CIF. There are a few clients that have instructions in the CIF. For more details, refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

Members can order cards through the IVR, Caremark.com (if the client allows), or use the CVS Caremark app.

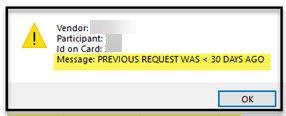
CCRs can order replacement ID cards for Members (this includes members listed on the account.  Third party callers that are authenticated can request ID if the cards go to the primary address. Refer to [HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

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| Member ID Card or Benefit Information Kit Requests |

You can submit another request for cards once 30 calendar days have passed since the last order was placed. If the caller indicates they need more than one set of cards sent at the time of the call, refer to [Options for Ordering More than Two Additional ID Cards](#_Alternatives).

**Note****:** If you attempt to order the card prior to 30 calendar days since the last card was ordered, an error displays indicating: Previous Request was <30 days ago.



If a member is calling in about a letter of Creditable Coverage, they should be instructed to contact their benefit’s/ HR department.



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| Process |

If the member is at the pharmacy and needs processing information, you can provide the Retail Logic information to the pharmacist. Retail Logic information includes:

* Alternate ID
* RxBin Number
* RxGroup Number
* RxPCN, ID Number
* Member's Name and Date of Birth

Icon - Important Information The member can be provided with the RxBin Number, RxGroup Number and RxPCN; however, we cannot provide the External or Alternate ID number to the member.

Refer to .[HIPAA (Health Insurance Portability and Accountability Act) Grid – CVS (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce)

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Determine the member’s need:   * For Ordering Benefit Kits, review the CIF Fulfillment section to determine if we provide the benefit kits.   + If **yes,** continue to step 2.   + If **no**, follow the directions in the CIF. In the event there are no specific instructions, advise the member to contact their Benefit Administrator, Human Resource (HR) department, or Medical vendor. * To determine who manages the ID card request, review the CIF Fulfillment section.   + If we place the order for the ID card, continue to step 2.   + If the client handles the member ID cards, advise the caller who handles the ID cards and to contact them directly.   **Note:** If the member wants more than two cards, refer to [Options for Ordering More than Two Additional ID Cards](#_Alternatives).  **High Importance** Only active members can have ID cards mailed to them. ID cards that are requested prior to the effective date will not be processed. | |
| **2** | Select  from the .  **Note****:** For most clients, ID cards must be ordered from the **Primary Member’s profile**.  If the following message is received when a dependent is selected, attempt to order the card under the primary member’s profile instead. | |
| **3** | Determine if there is an eligibility drop-down box displayed at the top of the screen. | |
| **If...** | **Then...** |
| Yes | Select the family member whose name should be printed on the card. Proceed to the next step.  **Notes:**   * Customer Care can request ID cards for spouses and dependents who are listed on the account. This is controlled by the eligibility drop-down box at the top of the Order Card, Kit screen. * Not all clients will have this feature, most cards will come in the primary member’s name only. * Welcome Kits are considered a family-level item and will only be issued in the primary member’s name. |
| No | The ID cards will only be printed in the primary member’s name. Proceed to the next step. |
| **4** | Check for a previous request within the past 30 calendar days.  **Note:** If a card has been requested recently, probe to find out if the member needs additional cards mailed or if there are other suitable options such as downloading a temporary card from the website. | |
| **5** | Verify the address with the caller.  **RxClaim****:**  ID cards are sent to the **RxClaim eligibility address**. This must be updated with the member’s Benefit Office or Human Resource department. | |
| **If address is…** | **Then…** |
| Incorrect | * We cannot send an ID card/kit to them at this time. * The ID cards/kits are sent to the address that is set as **Default** in the Order Card, Kit screen and this must be changed by the plan sponsor.   + If the member does not update their address with their plan sponsor, then the address change may not be permanent, and it will not update the fulfillment address. |
| Correct | Card/Kit will be sent to the primary plan member’s address. |
| **6** | Under **Order Item**, choose either Replacement Card (ID Card) or Kit (ID Card plus benefit information)  **Note****:** If there is only a radio button for Replacement Cards, the plan only allows ID cards and not Kits. If the member needs a Kit, advise member to contact their Benefit Administration, Human Resource (HR) department, or medical vendor. DO NOT complete an RM task for a Kit.  Each request generates two (2) cards. If more than two (2) cards are needed, refer to [Options for Ordering More than Two Additional ID Cards.](#_Alternatives) Advise the caller they will receive separate mailings for each set requested. This is client specific. Refer to the CIF. | |
| **7** | Select the **Save** button to complete the request.  **Note:** If an error displays after selecting Save, refer to the **Exceptions** sections in this document for the area titled: [Attempt to Order ID Card or Benefit Kit fails for reason not listed above](#attempttoorderIDcardorbkfailsforreason).  Icon - Conversation Two ID cards will be processed within three (3) business days. This does not include the shipping time when it gets mailed. You may receive your cards within 7-10 business days.  **Result:** The popup box displays:    **Notes:**   * For RxClaim clients, the ID card will be sent to their listed eligibility address on file; you cannot change it. * If the address is incorrect, the member will need to contact their Benefits Office to update it. Then the member will need to call us back once that address is updated to request the ID card. * If the previous orders for ID Cards indicate that the request has failed more than once, submit an [Account Executive Consideration Task (AE Task) (027240)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=497dcdb2-2c97-4a3a-afe9-1fa95f6dd734) as follows: * **Task Category:** Customer Care Internal Process * **Task Type:** Account Executive Consideration * **Queue:** CC Internal Processes – Client Support * **Notes** are required. Be detailed; include all pertinent information. * **Reminder****:**Member phone number is mandatory. Verify the contact telephone number with the caller by reading it back to them.   Icon - Important Information If a message displays that references a white card, this message pertains to the ExtraCare Health Benefit (White Card) which is no longer offered by CVS Caremark, but existing cards remain valid for use. Refer to [ExtraCare Health Benefit (ECHB) Program and ExtraCare Card Process (031058)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a4288b7e-f0ac-465a-a977-1ed310149305). | |

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| Exceptions |

Complete the appropriate scenario:

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| **If…** | **Then…** | |
| Error message: Label is not available for this client | Review the CIF plan design to determine who distributes this client’s network cards or kits. | |
| **If cards/kits are distributed by…** | **Then…** |
| **Our** **PBM** | **Note****:** Ensure that one (1) calendar day has passed since the first card order was placed.  Review the View Activity screen. If a task has not already been submitted, create a Resolution Manager (RM) task as follows:   * Task Category: Fulfillment * Task Type: Benefit Information or Network Card   **Note****:** If Benefit Information is selected and the member has POS coverage then Network cards will be sent with the benefit information. |
| **Other than our PBM** | Inform the member who distributes the network cards/kits and advise the member to contact them directly.  **Note****:**  Network cards and benefit information can be ordered from Order Card, Kit on the Main Screen. |
| Client uses Standard/Member-Based Eligibility, but they are ineligible, and the cards need to be ordered for dependents | Error message displays: Plan not found for member, unable to complete card request.  The member must be active to order cards. Refer to [When to Transfer Calls to the Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51).  **Icon - Important Information** Do not create an RM task on an inactive account. This includes members with future effective dates. | |
| Attempt to order ID Card or Benefit Kit fails for reason not listed above | The following may display in PeopleSafe:   1. Submit the following RM task when automation fails:  * Task Category: Fulfillment * Task Type: Benefit Information * Queue: Fulfillment - Richardson  1. Notify the caller that the cards will be sent in separate mailings. Each mailing will contain a set of two cards.   **Note****:** This is client specific, refer to the CIF. Task comments must indicate how many sets of two cards the caller requests.  **Icon - Important Information** Do not create tasks when the request for Card or Kit shows ‘failed’ from previous attempts; submit an [Account Executive Consideration Task (AE Task) (027240)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=497dcdb2-2c97-4a3a-afe9-1fa95f6dd734). | |

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| Options for Ordering More than Two Additional ID Cards |

Complete the steps in the [Process](#_Various_Work_Instructions) section of this document to order a duplicate set of two (2) cards.

**Note****:** Probe to understand the need for more than two (2) additional ID cards.

**Example****:** If the client allows, the member may print a card from Caremark.com or access processing information through the CVS Caremark pharmacy app for smartphones, iPhone, and Android users.

**Notes:**

* This is also available through Single Sign On websites for selected clients. Refer to the “**Fulfillment**” section located inside the client’s CIF for more details on how they distribute the ID cards.
* Some members will not have the ability to print ID cards from the CVS Caremark pharmacy app or Caremark.com website. This is dependent upon the client setup.

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| **If…** | **Then…** |
| For additional replacement cards  **Or**  Member has not received cards and ordered within the last 30 days | 1. Submit the following RM task.   High Importance Include in the notes that the member needs more than one set of two cards.     1. Notify the caller that the cards will be sent in separate mailings. Each mailing will contain a set of two cards.   **Note****:** This is client specific, refer to the CIF. Task comments must indicate how many sets the caller requests. |

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| Determine Status of ID Card Orders |

Select  then refer to Label Request History section.

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| ID Card Module Shipping Message |

Member ID cards will be mailed within three (3) business days.

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| Turnaround Time |

 ID cards will be processed within three (3) business days. This does not include the shipping time once it is mailed. You may receive your cards within 7-10 business days.

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| Related Documents |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**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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