# Health Engagement Engine (HEE) Index

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| Health Engagement Engine |

[Health Engagement Engine (HEE) – View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0)

[Compass - View and Present Opportunities from the Health Engagement Engine (HEE) (053429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=511e28f5-2757-4292-8353-4e3cf171e180)

[HEE Presentation – Common Call Types for Member Web Portal Registration (109313)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4204ab4a-8f77-4e79-89e5-ee1187f2daf1)

[Dispositioning HEE Opportunities - Coaching (012513)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=acacf7b9-01ae-49b7-9dd6-0325adde6c7d)

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| Auto Refill Program (ARP) |

[PeopleSafe - Auto Refill Program (ARP) (022387)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=89a5f1e4-2fea-404a-a5f8-6e50549eb3de)

[Compass - Auto Refill Program (ARP) (056033)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f843bc3f-55cc-4223-b2fc-03aff60cdf4c)

[Aetna Med D - Auto Refill Program (ARP) (111871)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3cb62bb3-b794-43d3-8f2e-64daf2d5e1e5)

[Aetna Compass Med D - Auto Refill Program (ARP) (065548)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d1b92c9e-cf8e-4781-9498-eaa11cb49074)

[Auto Refill Program (ARP) Including Questions and Answers (086374)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dbbd827c-6422-4d74-9564-18d510c03aee)

[Auto Refill Program (ARP) Overcoming Objections (086363)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ee4f7021-02e7-4b7e-9f76-6939af1a1145)

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| Retail to Home Delivery/Mail Order Pharmacy |

[Retail to Home Delivery/Mail Order Pharmacy Program - Talk Track (086370)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1ba5303d-8d9e-4e95-9320-22642ff4acb6)

[Retail to Home Delivery Pharmacy Program Overcoming Objections Scenarios (086367)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6a3da369-1d0b-4fdf-829f-0e6e9119e02b)

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| Maintenance Choice |

[PeopleSafe - Handling Maintenance Choice Calls (021863)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e0d014db-0726-40a1-bf1b-c48f9fbdabb3)

[Compass - Handling Maintenance Choice Calls (062836)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2caace6e-39db-4411-9813-86cc2997a67d)

[Maintenance Choice Program Overcoming Objections (086365)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d8112ceb-c1d0-4b6b-9486-d8abac9fe960)

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| Flu Vaccine |

[PeopleSafe - Retail Pharmacy Vaccine & Flu Shot Administration (040512)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c7ac0f02-7365-4ce0-8878-2a55d3b91cb5)

[Compass - Retail Pharmacy Vaccine & Flu Shot Administration (069531)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43d5b60c-07df-4842-81c9-7de9ca0135be)

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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)

[Basic Call Flow Infographic (086376)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=19d4ea86-a569-4b1e-90c7-2c63b4f705ea)

[Compass - Prior Authorization, Exceptions, Appeals Guide (063978)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=657ddfe3-27d1-4a21-8f51-8cbd3961001c)

[PeopleSafe - Obtaining an Email Address and Managing Messaging Platform Alerts (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471)

[Compass - Obtaining an Email Address and Managing Messaging Platform (MP) Notifications (054195)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=16d97031-aab3-4e30-b5d8-69ba322678d6)

[PeopleSafe - Order Status (004758)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=684a02bb-9cb0-473d-9b90-56fc922c1ed6)

[Compass - Mail Order History / Order Status (056369)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0ad0ab77-cb2e-4521-8f97-659304a0c8f8)

[Quick Registration for Caremark.com (012470)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c90a32de-421f-42c2-8d5c-69ce36571418)

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