# PeopleSafe - HEE Presentation Common Call Types for Member Web Portal Quick Registration

[ Call Types](#_Toc131512411)

[Related Documents](#_Toc131512412)

**Description:** This document lists common call types and the process of how Customer Care Representatives (CCRs) should introduce HEE Quick Registration.

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| Call Types |

To determine if HEE opportunities are available for beneficiaries, refer to [Health Engagement Engine (HEE) - View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0).

**Note:** You may send the link and information about the Member Web Portal without asking. Refer to [Quick Registration for Caremark.com (012470)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c90a32de-421f-42c2-8d5c-69ce36571418), if applicable, and use this table as needed:

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| **Call Type** | **Process** |
| **Refill Prescription** | While I place your order, I will also send you a link to your personalized registration page via email or text so you can start refilling your prescriptions on our website through the Member Web Portal. You will find a lot of great features including order status updates and refill reminders. |
| **Request a New Prescription** | The next time you would like one of your medications to be ordered through our Mail Service Pharmacy, you can send a request to your doctor from our Member Web Portal. To get you started, I will send a quick link to your email address or cell phone.  **Note:** Refer to [Caremark.com – Start Rx Delivery by Mail (Request a New Prescription) - Integrated Pharmacy Experience (IPE) (042555)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=006f4b8b-df85-4428-afda-49ea371d60c1) for more information on which clients are excluded from this option. |
| **Order Status** | Your order is <provide order status>. To make it easier for you in the future, I will send you a quick link to your personalized registration page via email or text so you can track the order on your smartphone or computer without needing to worry about calling us. There are a lot of helpful features on the site related to your prescription benefits, and I encourage you to explore the options available to you upon completing the registration. |
| **Prior Authorization/Coverage Determination** | The next time you are at your doctor’s office, you can use an app on your smartphone or our website to check the coverage of the medication(s) your doctor wants to prescribe. You can get the Prior Authorization / Coverage Determination started while you are still there or find an alternative medication that may not need a PA/CD.  I will send a quick link to your personalized registration page via email or text to make it easy for you to get logged in. |
| **Drug Cost** | Medications can be expensive, but often there is a less expensive alternative. I will send you a quick link to your personalized registration page to check the cost of your medications on your smart phone while you are still at your doctor’s office. It’s a great website, and I think you will really find it useful. |
| **Maintenance Choice** | With Maintenance Choice, you can save money and not run out of medication. I will send you a quick link to your personalized registration page that you can use either on your computer or smartphone. With this, you can compare costs for a 90-day supply at select participating pharmacies, including CVS Caremark Mail Order, all CVS Retail pharmacies (including those inside of Target stores), Costco Pharmacy and Kroger Pharmacy.  **Note:** This excludes Federal plans. Maintenance Choice for Federal plans only consists of CVS Pharmacy and CVS Caremark Mail Order. |
| **Drug Coverage** | The next time you are at your doctor’s office, you can use our app on your smartphone to check the coverage of any medications your doctor wants to prescribe, as well as find cost-effective alternatives. I will send you a quick link to your personalized registration page that you can use either on your computer or smartphone. |

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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

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