# PeopleSafe - Proactive Mail Renewal

[Proactive Mail Renewal HEE Opportunity Available](#_Toc124508202)

[Explaining the Opportunity to the Member](#_Toc124508203)

[Entering a Disposition for HEE](#_Toc124508204)

[Frequently Asked Questions](#_Toc124508205)

[Related Documents](#_Toc124508206)

**Description:** HEE opportunity, Proactive Mail Renewal, was developed for Commercial Members who have an existing mail prescription but have no refills remaining.

|  |
| --- |
| Proactive Mail Renewal HEE Opportunity Available |

Use as needed:

|  |  |
| --- | --- |
| **Topic** | **Description of Change** |
| **HEE Opportunity** | When the PeopleSafe **View Opportunities** button is blinking, Customer Care Representatives (CCRs) are expected to:   * See the opportunity named **Proactive Mail Renewal** * Present this HEE Opportunity to a member, and * Properly disposition the HEE Opportunity based upon the member’s response. Refer to [Health Engagement Engine (HEE) – View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0). |
| **Proactive Mail Renewal** | The opportunity educates the member about the option for the Pharmacy Benefits Manager (PBM) to reach out to their prescriber for a new prescription. |

[Top of the Document](#_top)

|  |
| --- |
| Explaining the Opportunity to the Member |

* Present this HEE Opportunity to the member who calls in and has this program available for them.
* Present this opportunity, follow the talk track that display in the view opportunities section of PeopleSafe and disposition the opportunity as you would do for any other HEE opportunity.
* Properly disposition the HEE Opportunity based upon the member’s response to the HEE Opportunity.

Perform the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Click the **View Opportunities** button on the member’s profile and select the appropriate member from the drop-down list.  **Note:** Member’s with available opportunities will have a checkmark next to their name. |
| **2** | Select one of the opportunities listed for the member that is on the phone. |
| **3** | Click the **Present Opportunity** button.   * Use the displayed information to educate the member about their program benefit. * Refer to the sample talk track message displaying on the screen.      * If the member is interested in prescription renewal, follow instructions for new Rx request. |

[Top of the Document](#_top)

|  |
| --- |
| Entering a Disposition for HEE |

This is the outcome of the call. Perform the following steps:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Select the appropriate radio button as to whether you were able to present the information to the caller (Yes, No, or Later). Refer to [Health Engagement Engine (HEE) – View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0) for more information. |
| **2** | Select the appropriate disposition from the drop-down menu:     * **Positive response with action**   + Member is interested in the PBM getting a new prescription from the prescriber. * **Positive response**    + Member is interested in getting a new prescription from the prescriber on their own and no additional action was taken during the call. * **Inappropriate**   + Member is not taking the medication any longer. * **Not Interested**   + Member says “No” or is not interested in getting a new prescription.   **Note:** Refer to [Health Engagement Engine (HEE) – View Opportunities (022708)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c2732a43-0453-4dab-a245-537dbe97d1e0)for more information. |
| **3** | Leave **Comments** section blank. No information is required. |

[Top of the Document](#_top)

|  |
| --- |
| Frequently Asked Questions |

Use as needed:

|  |  |  |
| --- | --- | --- |
| **#** | **Question** | **Answer** |
| **1** | Who is eligible for the Proactive Refill Reminder at Mail program? | The Proactive Refill Reminder program is available to the members of Commercial Employer and Commercial Health Plan clients. The members are targeted because they have zero refills left on an eligible maintenance medication.  **Note:** A Medicare and Medicaid offering is not available at this time. |
| **2** | How does the Proactive Refill Reminder at Mail program work? | The members are targeted because they have zero refills left on an eligible maintenance medication filled through the Mail.   * If a member calls into Customer Care, the Customer Care Representative will be alerted to medications with zero refills and offer the member the chance to renew the prescription for the member. |
| **3** | How will members know about the Proactive Refill Reminder at Mail program? | There are no outbound communications as part of this program. A member will be informed of this opportunity to renew a prescription if they call into Customer Care. |
| **4** | How should an opportunity be closed out after speaking to the member? | Refer to the work instructions on the valid dispositions for this opportunity. |
| **5** | How can a member avoid this zero-refill situation for other medications? | The representative should check and see if there are other valid medications that are eligible for the Auto Refill and Renewal service and instruct the member on enrolling those medication into auto-renewal and auto-refill. |
| **6** | What is the difference between Proactive Mail Renewal and Auto Refill and Renewal? | Auto Refill and Renewal is an automatic refill and renewal program. Once a member’s prescription is enrolled in Auto Refill and Renewal, refills on medication are automatically mailed to customers and when 0 refills remain, the PBM will outreach to the doctor for a new prescription so the member will not have to schedule a separate appointment or remember to call the doctor.  Proactive Mail Renewal will only target members’ prescriptions not enrolled in Auto Refill and Renewal with 0 refills remaining. The program will contact the doctor to provide a single 90-day supply at mail, so the member will not run out of medication while waiting for another prescription.  The representative should remind the member that similar situations can be avoided by enrolling their new and existing prescriptions in Auto Refill and Renewal. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (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**