# Compass - Member Password on Account

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**Description:** Information on how to address a member’s request to have a password placed on their account for security reasons.

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| Reminders |

 This only applies to **fully authenticated Incoming Calls/Emails** to Customer Care.

A member is allowed to request that a restriction to their information be placed on their account as directed in the Notice of Privacy Practices.

* This document is sent out by either our clients or a covered entity (Mail and Specialty) of PBM.

The “Member Alert” indicates if a password has been placed on the member’s account.

* The member must provide the password shown in the Member Alerts when they call Customer Care.
* If the caller is unable to provide the password, do not provide any information, even if the caller is able to authenticate and provide specific information, such as a drug name.

Reasons for placing a password on the account may include, but are not limited to:

* Member wants to prevent others from “calling on their behalf.”
* Member is concerned that someone may call in and pretend to be the member.
* Member is concerned that they may be a victim of identity theft.

**Note:** If the member should forget their password, they will need to repeat the process below to request a password on the account. When the member sends in the request, they should indicate that they have forgotten their password.

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| Requesting Password on Account |

 Only the Privacy Office is authorized to add passwords to the member’s account.

* A member forgetting and resetting their password would cause multiple passwords to be on the same account.
* Compliance is able to edit Alerts/notes.
* Compliance understands that emails do not contain signatures.
* If members email their password request; there is a process in place to confirm if it is the actual member that is sending the request.
* If we are not able to authenticate or if Compliance needs additional information, they will reply to the members’ email indicating what is needed.

 Representatives are **NOT** authorized to add passwords on the member’s account.

When receiving a request from the member for the placement of a password on the account, the following steps should be taken:

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| **Step** | **Action** |
| **1** | Confirm the member is requesting a password on their account.  **Result:** Each time they call Customer Care, the password must be provided.  **Note:** All members over 18 are required to send their own written request and a parent of minor children may request for anyone on the account, under the age of 18. |
| **2** | Advise the member to send the request (including the information listed below) in writing using one of the following:   1. Email to privacycaremark@cvshealth.com, 2. Fax to 480-862-1018, or 3. Mail to the following address:   Privacy Office  CVS Caremark  P.O. Box 52072  Phoenix, AZ 85072-2072  **Include the following information:**   * Member Name * ID # * Note indicating the need and including the desired password - Signature. * Date   **Result:** Privacy Office completes the request and places notes in Member Alerts. If there is any information missing in the request, the privacy office follows up with the sender of the request for additional details. |

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| Viewing Password in Account |

Perform the following steps:

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| **Step** | **Action** | |
| **1** | Access the Authentication screen.  The **Padlock**icon, which indicates that the member has a Privacy Record on their account.        If there is a Padlock, click the **Privacy Information** button and review the Privacy Records screen to protect member privacy. For further information, refer to [Compass - Forms Members Can Submit to Authorize and Release of Information for Their Account (053891)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=91b652db-c5b2-4769-b300-e1e2c95ec009) and [Compass - Guided Caller Authentication (050163)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=80476f74-7dca-4548-bf35-185ca8d45c13). | |
| **2** | Access the Member’s Details screen.  Look for the **Padlock** icon in the **Member Details** panel on the Member Snapshot Landing Page.        **Note:** If there is not a **Padlock** icon, this indicates that there are no privacy records located on the member’s account. | |
| **If the padlock icon…** | **Then…** |
| Displays | There is a Privacy Record on file for the member.   1. Click the padlock to access the **Privacy Records** section.     b. Locate the Privacy Record that corresponds with the inquiry, click the **Row Level Action** drop-down arrow, and click **View**. |
| Does not display | The Privacy Records section displays the following message: “No Records Found.” |
| **3** | 1. Select the Member Snapshot tab, click **Privacy Records** in the Quick Actions panel.         **Result:**  The Privacy Records section displays.     1. Locate the Privacy Record that corresponds with the inquiry, click the **Row Level Action** drop-down arrow, and click **View**. | |
| **4** | Navigate to the **Alerts** panelin the top-left corner of either the Member Snapshot Landing Page or the Claims Landing Page.     Only active alerts are displayed on the **Alerts** panel. | |

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| Resolution Time |

48 hours from the receipt of the written request

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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)

**Parent Document:** [CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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