# PeopleSafe - Member Password on Account

[Reminders](#_Toc165556921)

[Requesting Password on Account](#_Toc165556922)

[Viewing Password in Account](#_Toc165556923)

[Resolution Time](#_Toc165556924)

[Related Documents](#_Toc165556925)

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

|  |
| --- |
| 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 from either our clients or a covered entity (Mail and Specialty) of PBM.

The “High Priority Comments” will indicate if a password has been placed on the member’s account.

* The member must provide the password shown in the High Priority Comments 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:

* Members want to prevent others from “calling on their behalf.”
* Member is concerned that someone may call in and pretend to be the member.
* Members are 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 for requesting a password on the account. When the member sends in the request, they should indicate that they have forgotten their password.

[Top of the Document](#_top)

|  |
| --- |
| Requesting Password on Account |

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

* A member forgetting and resetting their password could cause multiple passwords to be on the same account. Compliance can edit notes on the member’s account.
* 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 reply to the member’s email indicating what is needed.

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

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

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Confirm the member is requesting a password for 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) using one of the following options:   1. In writing via 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 place notes in the High Priority Comments. If there is missing information in the request, the privacy office will follow up with the sender of the request for additional details. |

[Top of the Document](#_top)

|  |
| --- |
| Viewing Password in Account |



Perform the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Access the PeopleSafe Main Screen then look for the padlock icon on the Main Screen in PeopleSafe.  **MED D:** View POA can be found in the View Comments of the Med D Inquiry Tab if no pad lock icon is found.         Refer [Forms Members Can Submit to Authorize Access And Release of Information For Their Account (007394)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=970803bb-c0d8-4180-ae71-a8feab415b65) and [Power of Attorney (POA) (044584)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=73866a13-cfa1-4deb-98d5-1373c8dc6cf1). | |
| **If the padlock icon…** | **Then…** |
| Displays | Click on the **Padlock** Icon.    **Result:**  Displays the Authorization Information in the middle of the screen. |
| Does NOT display | **Note:**  If there is not a padlock, this indicates that there are no privacy records located in the View Privacy Information screen on the member’s account.  Review the High Priority Comments for restrictions or authorizations that may have been added to the account prior to March 2013. |
| **2** | 1. Access View Comments screen. 2. Select the appropriate member profile from the profile drop down box. 3. Select **View Comments** then select **View Priority Comments**.  * To view all High Priority Comments on the member profile, access the **Maintain Patient Profile**screen and select **Comments Info**. * To view active Stop See Comments, go to **View Comments** and then **View Priority Comments**.   **Note:**Stop See/High Priority comments display when a profile is accessed. | |

[Top of the Document](#_top)

|  |
| --- |
| Resolution Time |

48 hours from the receipt of the written request

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

[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**