# M3P Compass – Working Support Tasks and Emails

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**Description:** This is a document description.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Access Support Tasks from the **Search (New UI)** dropdown menu.  A screenshot of a search box  AI-generated content may be incorrect.  **Result:** **Support Task** tab appears and a list of **Recently Viewed** Support Tasks displays (default). | |
| **2** | Select the Support Tasks List View (queue) you are assigned to work from the dropdown.  **Note:** If **All** List View is selected, it is categorized by **Support Task type**.  A screenshot of a computer  AI-generated content may be incorrect.  **Result:** List of Support Tasks currently in your assigned List View (queue) displays.  **Example**  A screenshot of a computer  AI-generated content may be incorrect. | |
| **3** | Click the hyperlink in the **Support Task Number** column to select the task to be worked.  **Result:** Support Task details display in a new tab, and the **Status** defaults to **New**. | |
| **4** | Review the Support Task Notes at the bottom of the task first to make sure the correct task type was submitted by the agent.   * If the task type does not match the Notes this means the agent who submitted the Support Task likely selected the incorrect task type. Refer to [Send to Quality](#_Send_to_Quality) section below.   Icon - Important Information**DO NOT** select **Return to Care** and **Mark as Current Status**, this is for external use only.  Icon - Important InformationIf **Return to Care** is selected and marked as **Current Status,** refer to the[Scenario Guide](#_Scenario_Guide)below.  Do the Support Task Notes match the Support Task type that was submitted? | |
| **If...** | **Then...** |
| Yes | Change the Support Task Status.   1. Click on the **In Progress** section of the status bar. 2. Then click on **Mark as Current Status** button.   A screenshot of a computer  AI-generated content may be incorrect.  **Result:**   * **New** indicator changes to green and displays a checkmark, and Status changes to **In Progress**. * The agent’s name displays under **Owner,** andSupport Task is removed from the List View (queue).   A screenshot of a computer  AI-generated content may be incorrect. |
| No | 1. Click on the **In Progress** section of the status bar. 2. Then click on **Mark as Current Status** button.   A screenshot of a computer  AI-generated content may be incorrect.   1. Close the Support Task. Refer to [Send to Quality](#_Send_to_Quality) section below. |
| **Notes:**   * The agent will retain ownership until the Support Task is completed, or the owner is changed. Refer to [Compass - Change Support Task Owner](https://aetnao365.sharepoint.com/sites/SupportTasks-Compass/Shared%20Documents/u022610/Documents/Compass/AppData/Local/Microsoft/Windows/INetCache/ConTSRC-PROD-046992) for details. * All issues should be completed before changing the status of the Task to Closed. | |
| **5** | Review the Notes section at the bottom of the Support Task and research the account.  A white rectangular object with a blue background  AI-generated content may be incorrect.   * To add Notes, navigate to the Notes panel:   Icon - Important InformationIf a Support Task is **Cancelled** for any reason, add Notes as to why it was cancelled.   1. Click on drop down. Click on New.   A screen shot of a computer  AI-generated content may be incorrect.   1. Add notes.   A screenshot of a computer  AI-generated content may be incorrect.   1. When all notes have been added, click the **Done** button. | |
| **6** | Icon - Important Information**DO NOT** select **Return to Care** and **Mark as Current Status**.  Icon - Important InformationIf **Return to Care** is selected and marked as **Current Status,** refer to the[Scenario Guide](#_Scenario_Guide)below.  When work is completed, close the Support Task.   1. Either click Mark as Current status TWICE to move past **Return to Care** or click the **Closed** section in the status bar. 2. Then click the **Mark as Current Status** button.     **Note:** If determined during the process of working the task that the task was created in invalidly, refer to [Send to Quality](#_Send_to_Quality) section below.  **Results:**   * **In Progress** indicator displays a checkmark. * The Support Task Status changes to **Closed** and ismoved to the Closed list. | |
| **7** | Close the **Support** **Task** tab. | |

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| Send to Quality |

If it is determined that a task needs to be sent to quality perform the steps below:

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| **Step** | **Action** |
| **1** | Once the status of the original task is marked as Closed or Cancelled, a **Send to Quality** button will display on the screen.  A screenshot of a computer  AI-generated content may be incorrect.  **Note:** Send to Quality task cannot be initiated or submitted through any other functions outside of the **Send to Quality** button. |
| **2** | Click the **Send to Quality** button.  **Result:** Send to Quality pop up displays.  **Note:** This allows the user to create a new task related to the original task. |
| **3** | Complete the Send to Quality task.  A screenshot of a computer  AI-generated content may be incorrect.  The task will contain the following fields:   * Original Support Task ID (Not editable) * Original Support Task Category (Not editable) * Original Support Task Type (Not editable) * Queue the new task will be going to (Not Editable) * Aetna – Returns – CC Quality – for all Aetna and Aetna MED D members. * FEP Retail – Quality – for the following FEP Task Types (Claim Research Request, Eligibility Dual Enrollment Request, Eligibility Profile Updates, Escalation – 3rd Party Request, Plan Benefit Override -Care Only, Quality Assurance (MQA), Prior Approval Request, Prior Approval Form). * Returns – CC Quality – for all other LOB * TAT 5 Business Days (Not editable)   A screenshot of a computer  AI-generated content may be incorrect.   * Subject – Pre-populated with Returned to Care (Add notation in the Subject line, **Original Tasks Type**) * Reason drop-down selections: * Creating Task unnecessarily * Wrong task type * Invalid Information Provided * Missing Field Information * Wrong Queue Selected * Initial Task Notes (not editable after submission of task) **Note**: Make sure the notes include the error that was made and the work instruction. |
| **4** | Once task information is completed, click **Next.**  **Result:** Successfully created Quality Support Task pop up displays.  **Note:** New Support Task # will be included in the pop up. |
| **5** | Click **Finish**  **Note:** Member Address, Contact Name, Contact Phone number will be pulled from the original Support Task |

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| Making Updates to Wipro |

Perform the steps below to add notes, when an update has been added to Wipro.

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| **Step** | **Action** |
| **1** | In the Member Account, select **Comment.** |
| **2** | Next select **New Comment** button. |
| **3** | Add the notes on what changed in the update. |
| **4** | Select **Update** button. |
| **5** | Notify the Supervisor of the change |

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AI-generated content may be incorrect.

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| X9104 SSI EGWP Health Net |

Perform these steps below when an Opt In request is received via mail.

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| **Step** | **Action** |
| **1** | Make outreach to member to explain the benefits of M3P. Then verify if they still want to be enrolled. |
| **2** | If the member enrolls, send email to M3P\_Finance\_Member\_Billing [M3P\_Finance\_Member\_Billing@CVSHealth.com](mailto:M3P_Finance_Member_Billing@CVSHealth.com) |

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| Responding to Eligibility Emails |

Perform the steps below when there is an RxClaims or Eligibility error.

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| **Step** | **Action** |
| **1** | Send email to M3POptinDataReconciliation: [M3POptinDataReconciliation@CVSHealth.com](mailto:M3POptinDataReconciliation@CVSHealth.com) |
| **2** | Subject Line: HCF and member’s last name  Member MBI:  Detailed description of the error/issue (what needs to be done to resolve issue): |
| **3** | If **no** resolve, reach out to lead or supervisor for further assistance. |

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| Departments for Further Research |

Perform these steps below when an Opt In request is received via mail.

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| **Step** | **Action** | |
| **1** | Reach out via email to <Reconciliation Team [M3POptinDataReconciliation@CVSHealth.com](mailto:M3POptinDataReconciliation@CVSHealth.com)>  to confirm no error. | |
| **2** | If there is an error reach out to: | |
| **Email** | **Reason for Reach OUt** |
| m3p\_it\_production\_support@cvshealth.com | Confirmed error is in Wipro system and need ticket submitted |
| Ronda.Jamesmeyer@CVSHealth.com | M3P updates in As400 |

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| Reinstating Members Due to Erroneous Disenrollment |

Perform the steps below when an reinstating Member due to Erroneous Disenrollment:

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| **Step** | **Action** |
| **1** | Go to the **MPPP360 Billing Portal**. |
| **2** | Use **MBI** to pull up the specific member |
| **3** | Go to the **Enrollment** tab to verify that enrollment is still **active**. |
| **4** | Select the **MPPP OPT IN** tab. |
| **5** | Locate and select the **most recent termed record** in the Opt-in tab. |
| **6** | Click **New Segment**. |
| **7** | Set the **Start Date** as the day after the End Date in Column H.   * **Example:** * M3P End Date = 05/31/2025 * Opt-in Effective Date = 06/01/2025 |
| **8** | Set the **Application Date** to **Start date**. |
| **9** | Ensure the **Application Date Time is entered correctly**. |
| **10** | Click **Update**, the select **YES** when prompted to confirm. |
| **11** | Navigate to the **Comments** tab and select **New Comment**. |
| **12** | Enter the Comment:  **Reinstatement due to Erroneous Disenrollment**  Then click **Add**. |

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| Related Document |

**Parent Document:** [CALL-0113 Customer Care Support Task Research](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0113)

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