**Moxie Reminders for Agents (eCare)**

[Customer Service Phone Number](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166904)

[Addressing the Member/ Non-Member](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166905)

[Brand Compliant Phrases](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166906)

[Body of Email](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166907)

[TRS](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166908)

[Outbound Calls](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166909)

[Templates](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166910)

[Related Documents](https://thesource.cvshealth.com/nuxeo/nxfile/default/69c3d851-6a88-47c2-a434-ffbc27eaeec5/ncf:generated_pdf/Moxie%20Reminders%20for%20Agents%20(eCare).docx.html?changeToken=40-0&inline=true#_Toc94166911)

**Description:**  Provides reminders for Moxie agent users as they navigate and interact with members.

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| **Customer Service Phone Number** |

The only time the General Customer Care service number (1-800-552-8159) should be used is in the following situations:

* CIF lists the number in client information.
* An active account cannot be found.
* Termed client.
* theSource is not working and you are unable to access CIF.

 Reference the CIF or the Stop See Comments for the correct Customer Service number.

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| **Addressing the Member/ Non-Member** |

Include the entire name in a greeting when responding to a member email.

**Example:** Dear John A. Smith, Jr.:

**Note:**  For member emails, use the name listed in PeopleSafe (including first name, last name, any prefixes or suffixes, and middle initial) even when the member signs their email with a nickname, etc. If a third party (**Example:** POA, relative/relation etc.) is emailing on behalf of the member, address the email reply to the person who signed the email.

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| **Brand Compliant Phrases** |

It is important to understand the difference between phrases that are permissible to use with members and phrases that would classify as types of words and phrases that do not mesh well with the brand image.

The table below includes phrases that would be appropriate and inappropriate for agent use:

|  |  |
| --- | --- |
| **Use** | **Do Not Use** |
| “We apologize for any confusion this may have caused.” | “Please accept our sincere apology for any inconvenience you have experienced.” |
| “We apologize for any inconvenience this may have caused.” | “We certainly understand and empathize with you regarding your concern.” |
| “We apologize for any inconvenience this may have caused and thank you for your patience.” | “Regret” or ” For immediate assistance.” |

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| **Body of Email** |

Refer to the table below for understanding the proper verbiage to place into the body of every email:

 Do not use internal terminology.

Refer to the table below:

|  |  |
| --- | --- |
| **Situation** | **For Body of Email** |
| Future Fill | Your prescription is on hold until… |
| Test Claim | Estimated Copay Amount. |
| Task | A request was submitted to (**Example:** have the order processed, research the payment issue for resolution).  **Note:** You may provide the task reference number. |
| Bridge Supply | A short-term supply of medication can be requested at a CVS retail pharmacy until your order arrives. For immediate assistance, contact Customer Service. |
| Bulk Up | “We will contact your physician to authorize a full 90-day supply of your medication.” |
| Dates | **Example:** 00/00/2020 |
| No refills remaining | Do not use 0- use the word zero or no refills remaining.  **Note:** If the prescription has refills remaining, it is acceptable to use the number. |

**Notes:**

* Do not use **ALL CAPS** or copy and paste addresses or medication names, resulting in an **ALL CAP** presentation.
* Do not copy and paste outside text directly into the body of the email.
  + Notes need to be reformatted by pasting into Notepad first.
* Do not use abbreviations. **Example:** PBM, DAW, PA, MAB, MOOP, Rx#
* Use dashes instead of dots for phone numbers. **Example:** 1-800-999-9999.
* Avoid italics, changing font size or face, bold letters, underlining words, and using different colors.
* Do not use contractions. **Example:** Don’t verses do not.
* Do not use asterisk \*.
* Do not use quotations” or apostrophes’ to emphasize a word.
* Complete Drug Name, Form (Tab, Cap, etc.) and Strength need to be included in the email response.
* Do not use bullet points.

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| **TRS** |

 In compliance with current procedures, when answering TRS (X1296), TRS Care (X0641), and TRS Care SSI EGWP (X9545, X0905) emails, the response from the agent may **not** contain any CVS references.

**Notes:**

* Before sending the email, always read it completely to make sure CVS is removed from the body of the email.
* The opening should be changed to R ERS.
* The closing should be changed to TRS.
* If the TRS closing has to be changed to R NN closing, remove CVS under your signature.
* Ensure that you are providing the correct Customer Service phone number.
* The TRS Close will offer:
  + 1-800-222-9205 for TRS.
  + 1-844-345-4577 for TRS Care.

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| **Outbound Calls** |

Use your discretion for calling the member back before the third member touch.

Refer to the table below:

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| **If…** | **Then…** |
| The member specifically asks you to call in the body of a secure or non-secure email. | You are required to call them. Be sure to follow the outbound phone call authentication and procedural verification requirements. |
| If a non-secure email has a request to call another party. | Respond advising to have the 3rd party call. |
| If a secure email has a request to call another party. | Advise that an authorization form or POA is required. |

**Notes:**

* When an outbound call is made to a member, make additional notes in PeopleSafe as to what transpired in the conversation.
* If you speak with a member, note what was discussed and/or a summary of the issue in your email response.
* If you did not speak with a member and it is a secure email, provide a summary of your findings to resolve the issue in your email response to the member.
  + **Example:**  “We were unable to speak with you today. A voice mail message was left to contact Customer Service at… In researching your inquiry/issue we have found that…”
* When leaving a message for the member, state that you will be sending a follow up email with details for further assistance.

Make sure that you are following outbound call procedures. Refer to [Inbound or Outbound Call Quality Recording Disclaimer](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=dee979fb-f11b-40de-9201-611f8095e3a8).

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| **Templates** |

Templates may be altered or combined appropriately to address the member inquiry.

* Use the NCA (Not Category Available) template when you need to freehand a response as opposed to selecting a template and deleting the entire content of the template and adding your own freehand response.
  + The templates are tracked to discern the types of responses we are providing.
* Avoid telling members to call Customer Service. If it is necessary to ask the member to call, provide the reason why.

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| **Related Documents** |

**Parent Document:**[CALL 0045 Customer Care Web Support Email Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

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

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