# Aetna MED D - Identifying SilverScript Premium Billing Letters & Reference IDs

[Reminders](#_Toc185460676)

[Identifying and Locating SilverScript Premium Billing Letters](#_Toc185460677)

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**Description:** Provides the MED D CCR/Premium Billing Specialized Care Team process to identify and locate letters within **ONEclick**.

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| Reminders |

Refer to the following:

* **Select** **SilverScript Premium Billing Letters** sent to beneficiaries will include a **static Reference ID** located in the upper right corner of the letter.
* The Premium Billing Specialized Care Team **must** reference the Dunning Letter(s) in **ONEclick** to provide the correct amount due and due date to the beneficiary to avoid disenrollment.
* If the beneficiary is calling regarding a CVS Caremark Pharmacy Letter, refer to the following work instruction: [Locating Letters to Members](file:///C:\Users\c167917\Downloads\CMS-PCP1-038297).
* Only the Letter Types listed within the [Reference ID Chart](#_Log_Activity) contain Reference IDs. Not all SilverScript Premium Billing Letters will contain a Reference ID or be located in ONEclick.

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| Identifying and Locating SilverScript Premium Billing Letters |

Perform the steps below to identify the Premium Billing Letter type:

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| **Step** | **Action** |
| **1** | Ask the beneficiary to provide the **Reference ID** located in the upper right corner of the Premium Billing Letter.  **Note:** The **Reference ID** could be a combination of numbers and letters.     * If the beneficiary is **ABLE** to provide the Reference ID, proceed to **Step 2**. * If the beneficiary is **NOT** able to locate the Reference ID, ask the beneficiary to read the Premium Billing Letter to you and then assist the beneficiary as appropriate. |
| **2** | Determine if the **Reference ID** is listed within the [Reference ID Chart](#_Log_Activity).   * If listed, identify the Letter Type, then proceed to **Step 3**. * If **NOT** listed in the chart, ask the beneficiary to read the Premium Billing Letter to you and then assist the beneficiary as appropriate. |
| **3** | Locate the Premium Billing Letter in **ONEclick**.   * Review the content of the Premium Billing Letter, then assist the beneficiary as appropriate.   **Note:** The Premium Billing Letter may be a template and not personalized to the beneficiary.  The Premium Billing Specialized Care Team **must** reference the Dunning Letter(s) in **ONEclick** to provide the correct amount due and due date to the beneficiary to avoid disenrollment. |

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| Reference ID Chart |

Refer to the following Reference ID Chart to identify the Letter Type and **then locate the Premium Billing Letter within** **ONEclick**:

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| **Reference ID**  (located in the upper right corner of letter) | **Letter Type** | **Related Documents**  **Refer to these documents when appropriate,**  **letters are accessed within ONEclick** |
| APCONF | Autopay Welcome Letters - RCD & EFT | [Aetna MED D - SilverScript - Premium Billing Auto Pay Options and Education](file:///C:\Users\c167917\Downloads\CMS-PRD1-079146) |
| BP | Bill Pay | [Aetna MED D - SilverScript - SSA-RRB Premium Withholding](file:///C:\Users\c167917\Downloads\CMS-PRD1-073397) |
| DDPWO | SSA/RRB Premium Withhold Request Can't Be Completed Letter | [Aetna MED D - SilverScript - Premium Billing Dunning and Disputes Process](file:///C:\Users\c167917\Downloads\CMS-2-026593) |
| DPWOA | Confirmation of Request to Change Premium Withhold Status From Direct to Auto SSA/RRB Letter | [Aetna MED D - SilverScript - SSA-RRB Premium Withholding](file:///C:\Users\c167917\Downloads\CMS-PRD1-073397) |
| DUN1 | Dunning - Dunning 1/Ch. 3, Exhibit 19 | [Aetna MED D - SilverScript - Premium Billing Dunning and Disputes Process](file:///C:\Users\c167917\Downloads\CMS-2-026593) |
| DUN2 | Dunning - Dunning 2/Ch. 3, Exhibit 20 | [Aetna MED D - SilverScript - Premium Billing Dunning and Disputes Process](file:///C:\Users\c167917\Downloads\CMS-2-026593) |
| EFTECK | E-Check Returned Item Letter | [Aetna MED D - SilverScript - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes](file:///C:\Users\c167917\Downloads\TSRC-PROD-005923) |
| EFTF | EFT Form Cover Letter | [Aetna MED D - SilverScript - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes](file:///C:\Users\c167917\Downloads\TSRC-PROD-005923) |
| EFTSTP | EFT Stop Payments | [Aetna MED D - SilverScript - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes](file:///C:\Users\c167917\Downloads\TSRC-PROD-005923) |
| GC21C | Good Cause - Ch. 3, Exhibit 21c | [Aetna MED D - SilverScript - Process for Good Cause Determinations For Non-payment of Plan Premiums](file:///C:\Users\c167917\Downloads\CMS-PRD1-063898) |
| GC21D | Good Cause - Ch. 3, Exhibit 21d | [Aetna MED D - SilverScript - Process for Good Cause Determinations For Non-payment of Plan Premiums](file:///C:\Users\c167917\Downloads\CMS-PRD1-063898) |
| GC21E | Good Cause - Ch. 3, Exhibit 21e | [Aetna MED D - SilverScript - Process for Good Cause Determinations For Non-payment of Plan Premiums](file:///C:\Users\c167917\Downloads\CMS-PRD1-063898) |
| GC21F | Good Cause - Ch. 3, Exhibit 21f | [Aetna MED D - SilverScript - Process for Good Cause Determinations For Non-payment of Plan Premiums](file:///C:\Users\c167917\Downloads\CMS-PRD1-063898) |
| INVDUN | Invoice - Soft Collection Termed Letter | [Aetna MED D - EGWP & SilverScript - Premium Billing Invoice Requests](file:///C:\Users\c167917\Downloads\CMS-PRD1-097435) |
| INVLLIS | Invoice - Loss of LIS - Premium Letter | [Aetna MED D - EGWP & SilverScript - Premium Billing Invoice Requests](file:///C:\Users\c167917\Downloads\CMS-PRD1-097435) |
| INVMLEP | Invoice - Multiple LEP | [Aetna MED D - EGWP & SilverScript - Premium Billing Invoice Requests](file:///C:\Users\c167917\Downloads\CMS-PRD1-097435) |
| INVMPREM | Invoice - SSI Multiple Premiums Letter | [Aetna MED D - EGWP & SilverScript - Premium Billing Invoice Requests](file:///C:\Users\c167917\Downloads\CMS-PRD1-097435) |
| INVNINV | Invoice - No Invoice Letter - Updated | [Aetna MED D - EGWP & SilverScript - Premium Billing Invoice Requests](file:///C:\Users\c167917\Downloads\CMS-PRD1-097435) |
| INVSSA | SSA Collection Letter | [Aetna MED D - SilverScript - Premium Billing Social Security Administration (SSA) Collection Letter Job Aid](file:///C:\Users\c167917\Downloads\TSRC-PROD-014341) |
| PBREFUND | Refund Letter | [Aetna MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\c167917\Downloads\CMS-PCP1-026695) |
| PPC | Payment Plan - Payment Plan Confirmation | [Aetna MED D - SilverScript - Premium Billing Payment Plans](file:///C:\Users\c167917\Downloads\CMS-PRD1-101905) |
| PPCS/PPCU | Payment Plan - Fulfillment of Payment Plan Successful/Unsuccessful | [Aetna MED D - SilverScript - Premium Billing Payment Plans](file:///C:\Users\c167917\Downloads\CMS-PRD1-101905) |
| PPD | Payment Plan Denied | [Aetna MED D - SilverScript - Premium Billing Payment Plans](file:///C:\Users\c167917\Downloads\CMS-PRD1-101905) |
| RCDR | RCD Rejected | [Aetna MED D - SilverScript - Premium Billing Credit Card Single-Sign-On (SSO) Processes](file:///C:\Users\c167917\Downloads\CMS-PRD1-098901) |
| RCDX | RCD Expiring/Expired | [Aetna MED D - SilverScript - Premium Billing Credit Card Single-Sign-On (SSO) Processes](file:///C:\Users\c167917\Downloads\CMS-PRD1-098901) |
| RDRCL | Remote Deposit Return Check Letter | [Aetna MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\c167917\Downloads\CMS-PCP1-026695) |
| RETLEP | Retro LEP | [Aetna MED D - SilverScript -Premium Billing General Information, Processes, & Document Index](file:///C:\Users\c167917\Downloads\CMS-PCP1-026695) |
| SSAC | SSA - Discontinue SSA Withholding | [Aetna MED D - SilverScript - SSA-RRB Premium Withholding](file:///C:\Users\c167917\Downloads\CMS-PRD1-073397) |
| SSAC1 | SSA - Notification of Direct Bill Status | [Aetna MED D - SilverScript - SSA-RRB Premium Withholding](file:///C:\Users\c167917\Downloads\CMS-PRD1-073397) |
| SSACONF | SSA - Autopay Welcome Letters - SSA & RRB | [Aetna MED D - SilverScript - SSA-RRB Premium Withholding](file:///C:\Users\c167917\Downloads\CMS-PRD1-073397) |
| URCA/URCT | Uncashed Refund Checks Letters (Active/Termed) | [Aetna MED D- SilverScript - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\c167917\Downloads\CMS-PCP1-026695) |

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| Related Documents |

[Aetna MED D - SilverScript - Premium Billing General Information, Processes, & Document Index](file:///C:\Users\c167917\Downloads\CMS-PCP1-026695)

**Grievance Standard Verbiage:** Grievance Standard Verbiage (for use in Discussion with Beneficiary) section in [MED D - Grievances Index](file:///C:\Users\c167917\Downloads\TSRC-PROD-007931)

**Parent Document:** CALL-0048:[Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0048)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\c167917\Downloads\CMS-2-017428)

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