# Compass Aetna MED D - SilverScript - Premium Billing Support Task Identifier Codes

[Process](#_Toc181346203)

[Related Documents](#_Toc181346204)

**Description:** Provides the MED D Customer Care Representative (CCR) with details necessary to include the correct Premium Billing Support Task Identifier Code when submitting a Premium Billing Support Task for research.

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| Process |

Unique Support Task Identifier Codes must be **copied and pasted** **from the applicable Work Instruction** into the Compass Support Task Notes when submitting a Premium Billing Support Task for research.

Perform the following steps:

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| **Step** | **Action** |
| **1** | Obtain the correct Support Task Identifier Code. **Specific Support Task Identifier Codes are listed at the beginning of the Task Notes within the applicable Premium Billing Work Instruction.**  **Example:** The **SilverScript Premium Billing Credit Card Payment** Support TaskIdentifier Code **(CCP003)** is locatedwithin the [Aetna Compass MED D - SilverScript - Premium Billing Credit Card Single-Sign-On (SSO) Processes (064883)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29cd0a2a-b165-4baa-a448-918931058152) work instruction:  **Task Type:** Premium Billing Inquiry Medicare D  **Reason for Dispute:**  Credit Card Payment  **Task Notes:** Document the following:   * **CCP003** Provide details of the beneficiary’s concern(s). * Beneficiary’s contact number. |
| **2** | Include the correct Support Task Identifier Code at the **beginning** of the Support Task Notes in Compass.  Depending on the Premium Billing Support Task being submitted, the Support Task Identifier Code will vary. Ensure you are **always** referring to the correct MED D – Premium Billing Work Instruction and copy/paste the correct code.    **CCR Process Notes:**   * Support Tasks should always include all details needed to research the beneficiary’s request. * Support Task Identifier Codes are for internal use and should **not** be communicated to the beneficiary. * If the beneficiary requests a Confirmation Number, do **NOT** relay the Support Task Identifier Code; provide the Support Task ID as the Confirmation Number.   For Support Task Resolution Times, refer to the **Premium Billing Processing Times** section within [Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index (062831)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082). |

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| Related Documents |

[Aetna Compass MED D - SilverScript - Premium Billing General Information, Processes, & Document Index (062831)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b4765dd1-d9b7-4dbe-afd6-0e4f6b509082)

**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 (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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