**Requests for Privacy Office/Officer**

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**Description:** Information on how to respond to a member’s request for Notice of Privacy Practice or how to contact the Privacy Office/Officer.

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| **Requests for a Notice of Privacy Practice** |

 If a member requests more information about our privacy practices, including receiving this notice in other languages, they should send their request (including the information listed below) via email to [PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com) or by phone at 1-833-571-1784 (toll-free).

**Include the following information:**

* Full Name
* Date of Birth
* Mailing Address
* Type of individual right request
* Line of Business (**Example:** Retail Pharmacy, Caremark, Provider, Aetna, Specialty, or All)
* The date range of the request

**Result:** The Privacy Office completes the request and sends the Notice of Privacy Practice to the member. If there is missing information in the request, the Privacy Office follows up with the sender of the request for additional details. The turnaround time for this request is five (5) business days.

**Escalated calls:** Warm transfer to the Senior Team.

**Urgent Requests:** If the request is urgent and the member needs the information immediately, direct them to [Caremark.com](https://www.caremark.com/) and follow the steps below:

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| **Step** | **Action** |
| **1** | You do not have to log in to access this information. |
| **2** | At the bottom of the page on the right-hand side, click on **Member Rights** **and Responsibilities.** |
| **3** | On the left-hand side, click on **Privacy Policy**.  **Result:** This displays in full the Privacy Policy as well as the contact information for the Privacy Office and Customer Advocate Team. The HIPAA Notice of Privacy Practices is also available. |

  If the member would like a copy of the Notice of Privacy Practices mailed to them, Refer to Compass - Member Resource Orders, Fulfillment Support Tasks, and Statement of Cost (SOC) Requests (002186).

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| **Complaints Regarding the Notice of Privacy Practice** |

There will be times when members wish to file complaints about our Privacy Policies. These are complaints about our Privacy Practices **only**. This is specific to those individuals that are irate due to information being withheld from them due to these policies. In these instances, the following steps should be followed:

 Notify the member that Plan Member complaints must be sent via email to the CVS Health Privacy Team at [PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com).

** Include the following information:**

* Full Name
* Date of Birth
* Mailing Address
* Type of individual right request
* Line of Business (**Example:** Retail Pharmacy, Caremark, Provider, Aetna, Specialty, or All)
* The date range of the request

 **Notes:**

* A Privacy Hotline Voice mailbox is available for members or internal employees wishing to lodge a verbal complaint. The toll-free number is 1-833-571-1784. This line provides information regarding the response to their complaint.
* The Privacy Office handles individual complaints and responds promptly. All complaints received, along with their resolution if any, are documented.

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| **Privacy Office Contact Information** |

 If the caller is requesting a Notice of Privacy Practice or has complaints regarding the Notice of Privacy Practice, please refer to the sections above.

**For contact information related to Privacy not outlined in this document, refer to the information below:**

|  |  |  |
| --- | --- | --- |
| Email Address | Phone Number | Requests Address |
| [PrivacyOffice@CVSHealth.com](mailto:PrivacyOffice@CVSHealth.com) | 1-866-443-0933 | CVS Health Privacy Office One CVS Drive, Woonsocket, RI 02895 |

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| **Related Documents** |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606) (017428)

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