# Pending Queue (Non-RFI Exceptions)

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**Description:** This work instruction covers the M3P Coordinator processes for working paper election requests that were sent to the **Pending** queue in Captiva.

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| MBI Invalid/Missing/Not Found |

If the MBI is missing from the paper election form, the MBI provided does not access an active member record in COMPASS/PeopleSafe or the form is not in English…

**Note**: Missing signature take priority over missing MBI.

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Search by available information on the form in COMPASS and PeopleSafe to try to identify member/MBI: | |
| **If…** | **Then…** |
| Found | Follow [Opt In Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6) |
| Not Found | Make phone outreach (if possible) to member using [Compass - Outbound Guided Caller Authentication](TSRC-PROD-066775).   * + If contacted –, “I’m calling because we received a paper election request to opt-into the Medicare Prescription Payment Plan and we are unable to find active Part D prescription coverage that qualifies for participation.   + Ask member for MBI/probe for identifiers to find active coverage.     - If successfully able to find coverage, follow [opt in process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6).   **Note**: If member states they no longer want to opt-in, ***Add annotation In red on Captiva image*** with exception reason, date/time of outreach and outcome of call and select “Election Withdrawal’ + Submit   * + - If active coverage still not found, “I apologize, I’m still not able to find active coverage for you. If you believe this is a mistake, please contact your health plan for assistance (provide phone number if able). When we receive updated records, you can contact us to opt in.” |
| **2** | If no answer – leave voicemail if able – “This is <Name> calling from CVS Caremark. We received a paper election request to opt-into the Medicare Prescription Payment Plan and we are unable to find active Part D prescription coverage that qualifies for participation. If you believe this is a mistake, please contact your health plan for assistance. When we receive updated records, you can contact us to opt in. | |
| **3** | ***Add annotation In red on Captiva image with the exception reason****, date/time of outreach and outcome of call*.  **Comment Examples:**  Member Not Found  <Member not found – missing/invalid MBI, outreach to member date/time (PST) + outcome (i.e member answered, opt in, member answered referred to plan, no answer left message referring to plan, etc.)>  Member Not Eligible:  <Member not eligible, outreach to member date/time (PST) + outcome (i.e member answered, opt in, member answered referred to plan, no answer left message referring to plan, etc.)> | |
| **3** | Select **Member Not Found** (no member account found) or **Member Not Eligible** (member account found, but no active Part D coverage for plan year) | |
| **4** | A **Submission Successful** pop up will display to confirm you completed the image disposition. Click **OK** when you’re ready for the next image to populate. | |

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| Misdirected FAXES | |
| If a fax is received that is not an M3P form…  Follow these steps: | |
| **Step** | **Action** |
| **1** | Research the fax to attempt to determine where the communication should have been sent.  If there is member level data available, look in COMPASS and/or PeopleSafe to determine if there’s any helpful information documented there. |
| **2** | If you can determine the correct department, research POC and/or distribution to forward the information. Annotate where the fax was forwarded. Proceed to step 3.  If you are not able to determine the correct department, annotate ‘misdirected fax – unknown department’. Proceed to step 3. |
| **3** | Select **Exceptions - Other** in Captiva + **Submit** |
| **4** | A **Submission Successful** pop up will display to confirm you completed the image disposition. Click **OK** when you’re ready for the next image to populate. |

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| Non-English |

If the MBI is missing from the paper election form, the MBI provided does not access an active member record in COMPASS/PeopleSafe or the form is not in English…

Follow the steps below:

|  |  |  |
| --- | --- | --- |
| **Step** | **Action** | |
| **1** | Search by available information on the form in COMPASS and PeopleSafe to try to identify member/MBI: | |
| **If…** | **Then…** |
| Found | Follow [Opt In Process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6) |
| Not Found | Contact Language Line (Hyperlink Content ID: [MED D - Language Assistance - Language Line Services](CMS-2-028005)  Make phone outreach (if possible) to member using [Compass - Outbound Guided Caller Authentication](file:///C:\Users\c026629\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\TUTMTSEW\TSRC-PROD-066775).   * + If contacted –, “I’m calling because we received a paper election request to opt-into the Medicare Prescription Payment Plan and we are unable to find active Part D prescription coverage that qualifies for participation.   + Ask member for MBI/probe for identifiers to find active coverage.     - If successfully able to find coverage, follow [opt in process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6).   **Note**: If member states they no longer want to opt-in, *Add annotation In red on Captiva image* with exception reason, date/time of outreach and outcome of call and select “Election Withdrawal’ + Submit   * + - If active coverage still not found, “I apologize, I’m still not able to find active coverage for you. If you believe this is a mistake, please contact your health plan for assistance (provide phone number if able). When we receive updated records, you can contact us to opt in.” |
| **2** | If no answer – leave voicemail if able – “This is <Name> calling from CVS Caremark. We received a paper election request to opt-into the Medicare Prescription Payment Plan and we are unable to find active Part D prescription coverage that qualifies for participation. If you believe this is a mistake, please contact your health plan for assistance. When we receive updated records, you can contact us to opt in. | |
| **3** | ***Add annotation In red on Captiva image with the exception reason****, date/time of outreach and outcome of call*.  **Comment Examples:**  Member non-English:  <Form non-English, outreach to member date/time (PST) + outcome (i.e member answered, opt in, member answered referred to plan, no answer left message referring to plan, etc.)> | |
| **3** | **Exception Other** (non-English) + **Submit** | |
| **4** | A **Submission Successful** pop up will display to confirm you completed the image disposition. Click **OK** when you’re ready for the next image to populate. | |

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| No AOR/POA on File | | |
| If the AOR section of the paper election form is filled out, but the person does not have AOR/POA on file with us…  Follow these steps: | | |
| **Step** | **Action** | |
| **1** | Make phone outreach (if possible) to the number provided for AOR using [Compass - Outbound Guided Caller Authentication](TSRC-PROD-066775). | |
| **If…** | **Then…** |
| Contacted | “I’m calling because we received a paper election request to opt-into the Medicare Prescription Payment Plan for <member name>. You indicated you had authorization to complete the request on the member’s behalf; however, we are unable to find an active AOR/POA on file. To complete the opt in request, we need either the member’s verbal permission or I can send you an AOR form to complete.”   * + If verbal permission is provided, follow [opt-in process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6).   + If AOR form is requested, send fulfillment Support Task. [Compass MED D - Appointed Representative Form (AOR) or Power of Attorney (POA](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=64c3fc62-48c3-4ad3-ae83-c736cebd521b)**)**   **Note**: If member states they no longer want to opt-in, ***Add annotation In red on Captiva image* with exception reason**, date/time of outreach and outcome of call and select “Election Withdrawal’ + Submit |
| No Answer | Step 2  **Note**: **Application Date** and **Application Date Time** will be the date and time that we obtain verbal authorization, not the date and time we received the request in the mail. |
| **2** | Leave voicemail if able – “This is <Name> calling from CVS Caremark. We received a paper election request to opt-into the Medicare Prescription Payment Plan for <member name>. You indicated you had authorization to complete the request on the member’s behalf; however, we are unable to find an active AOR/POA on file. To complete the opt in request, we need either the member’s verbal permission or I can send you an AOR form to complete. Please contact Customer Care by calling the number on the back of your prescription card for further assistance opting-in.” | |
| **3** | ***Add annotation In red on Captiva image* with the exception reason**, date/time of outreach and outcome of call.  **Comment Example:**  <No AOR on file, outreach to member date/time (PST) + outcome (i.e no answer left message referring to call customer care, etc.)> | |
| **4** | Select **Exceptions - Other** in Captiva + **Submit** | |
| **5** | A **Submission Successful** pop up will display to confirm you completed the image disposition. Click **OK** when you’re ready for the next image to populate. | |

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| Not M3P Form – RFI Responses | | |
| If a beneficiary sends a response to an RFI letter by mail on something other than the M3P paper election form…  Follow these steps: | | |
| **Step** | **Action** | |
| **1** | Make phone outreach (if possible) to member using [Compass - Outbound Guided Caller Authentication.](TSRC-PROD-066775) | |
| **If…** | **Then…** |
| Contacted | “I’m calling because we received a paper election request to opt-into the Medicare Prescription Payment Plan and we need verbal attestation to the terms and conditions before we can complete the request.   * + Read [Terms & Conditions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6) under Step 5, obtain member attestation, follow [opt in process](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5a14af54-a431-4a96-9021-37075f724bf6).   **Note**: If member states they no longer want to opt-in, **a*dd annotation In red on Captiva image* with exception reason**, date/time of outreach and outcome of call and select “Election Withdrawal’ + Submit |
| No Answer | * Step 2   **Note**: **Application Date** and **Application Date Time** will be the date and time that we obtain verbal authorization, not the date and time we received the request in the mail. |
| **2** | If no answer – leave voicemail if able – “This is <Name> calling from CVS Caremark. We received a paper election request to opt-into the Medicare Prescription Payment Plan and we need verbal attestation to the terms and conditions before we can complete the request. Please contact Customer Care by calling the number on the back of your prescription card if you still want to opt-in.” | |
| **3** | ***Add annotation In red on Captiva image* with the exception reason**, date/time of outreach and outcome of call.  **Comment Example:**  <Not M3P Form- RFI response, outreach to member date/time (PST) + outcome (i.e no answer left message referring to call customer care, etc.)> | |
| **4** | Select **Exceptions - Other** in Captiva + **Submit** | |
| **5** | A **Submission Successful** pop up will display to confirm you completed the image disposition. Click **OK** when you’re ready for the next image to populate. | |

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