# Customer Care Work from Home (WFH) - Home Inspection Process

[Selection Process](#_Toc84832109)

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**Description:** Inspection process as well as defining the selection criteria and methodology for conducting home inspections. This process applies to all Customer Care Work From Home (WFH) - Points of Contacts (POC), Home Inspectors and WFH colleagues.

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| Selection Process |

The Colleague Support Team performs the steps below:

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| **Step** | **Action** |
| **1** | **Selection Process**  **Colleague Support Team:** Obtain and maintain list of all current WFH colleagues to include name, site location and current address reported in Workday.   * Identify colleagues for home inspections.   + **All new hires and Office to Home require:**      - Physical home inspection prior to employment and completion of the Pre-Hire Inspection Form **OR**     - A home inspection by web camera or by physical inspection immediately after deployment and successful equipment set up.   + **Annual Home Inspections -** (By web camera or physical inspection), utilize random selection website to generate a 20% sample size per site.   All relocations require afollow-up home inspection by web camera or by physical inspection immediately after relocation and successful equipment set up.  **Reminder:** Refer to <http://stattrek.com/statistics/random-number-generator.aspx> (annual home inspections only).  **Note:** A member of management may perform the initial inspection and may perform periodic Work Site Location inspections. These inspections are to ensure the workspace meets our PBM standards for privacy, security and safety. Inspections can be made with or without advance notice, during the colleague’s regular scheduled work hours by web camera or by physical inspection. |
| **2** | **POC Training**   * **Colleague Support Team:** Review the home inspection process with the site POC and identifies inspection dates. * **Site POC and WFH inspectors:** * Partner with Resource Planning to schedule the WFH Home Inspection. * Identify the Home Inspectors who will be conducting the inspections of the selected colleagues. * Map routes by distance and/or zip codes to determine the most efficient routes for physical home inspections. * Discuss the notification process. * **Colleague Support Team:** Instruct the inspector how to complete the Customer Care Work From Home (WFH) - Home Inspection Template and review the process for recording and reporting the results. (Annual Home Inspections). |
| **3** | **Home Inspections by a Web Camera**  **Inspector:**   * + Notify the WFH colleague by Microsoft Teams, or other approved software, to turn on their web camera.   + Conduct the WFH inspection.   + Discuss results with the WFH colleague. * [Customer Care Work From Home (WFH) - Home Inspection Form](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100EF2977BFDCE70D45957AA7DBFA1A5CDB&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=0db05603-2c1b-426b-a89c-62129bc2e818&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHHomeInspectionFormsV3/AllItems.aspx?viewid=4add1fbf%2D3ceb%2D4897%2Daaf1%2Da1d44edc08f8&sw=auth&RootFolder=/sites/WFHForms/Lists/WFHHomeInspectionFormsV3&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5) is signed by inspector(s), colleague and Colleague Support Team. Once completed, it will need to be stored in a secure SharePoint site. * If an annual home inspection, the Inspector is to complete the WFH Home Inspection Template. |
| **4** | **Physical Home Inspection**  **Home Inspection Team** (The recommendation is to be conducted by a team of 2 consisting of one male and one female).   1. Arrive at colleague’s residence. 2. One inspector notifies site POC of their arrival by instant message (Microsoft Teams, or other approved communication software) or by phone. 3. Site Point of Contact (POC) notifies the WFH colleague that inspectors are at their home with instructions to go into a specified approved Aux mode. 4. Enter residence and conduct inspection. 5. Complete the Customer Care Work From Home (WFH) – Pre-Hire/Deployment Home Inspection form in hardcopy.   **Note:** The **Inspector** retains the hard copy until a follow up inspection has occurred using the electronic WFH Home Inspection form and then the hard copy is properly discarded to protect any PHI.     1. Discuss results with the colleague. 2. **Inspector, Colleague and Colleague Support Team:** Sign the WFH Home Inspection Form.   **Note:** Once a colleague deploys at home and sets up their equipment, complete the [Customer Care Work From Home (WFH) - Home Inspection Form.](https://aetnao365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp/UFRuntime.aspx?remoteAppUrl=https://formso365.nintex.com&amp;SPAppWebUrl=https://AetnaO365-610266700ecf47.sharepoint.com/sites/WFHForms/FormsApp&amp;SPHostUrl=https://aetnao365.sharepoint.com/sites/WFHForms&amp;ctype=0x0100EF2977BFDCE70D45957AA7DBFA1A5CDB&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=0db05603-2c1b-426b-a89c-62129bc2e818&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHHomeInspectionFormsV3/AllItems.aspx?viewid=4add1fbf%2D3ceb%2D4897%2Daaf1%2Da1d44edc08f8&sw=auth&RootFolder=/sites/WFHForms/Lists/WFHHomeInspectionFormsV3&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5)  If any area is identified as non-complaint and cannot be immediately resolved (rectified), the colleague must resolve the concern **within five business** days and notify the inspector. A follow-up inspection must be scheduled and completed **within ten business** days of the original inspection. The business determines corrective actions to take when the issues are not resolved within guidelines or if non-compliance re-occurs in future inspections.  A colleague who fails to provide prompt access to their home office via webcam or physical inspection may be subject to discipline, up to and including termination of employment. |
| **5** | **Reporting and Tracking**  **Colleague Support Team:**  Create and maintain a master file of all WFH colleagues that includes a history of all home inspections. The processes for reporting and tracking are as follows:   * + **Inspector:** For annual home inspections, the inspector completes the WFH Home Inspection Template and submits it to Colleague Support Team at the conclusion of assigned inspections.   + **Colleague Support Team:** Review the documents and template for findings and required follow up, if applicable.   + **Colleague Support Team:** Report overall summary results to appropriate leadership as needed. |

[Top of the Document](#_top)

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| Related Documents |

[Customer Care Work From Home (WFH) - Home Inspection Process Work Flow (010435)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2f7902c3-b393-4817-8fb6-55d43d2d831a)

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

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[Top of the Document](#_top)

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