# Customer Care Work from Home (WFH) – Deployment Process

[Required Documentation](#_Toc174438780)

[Process](#_Toc174438781)

[Related Documents](#_Toc174438782)

**Description:** Deployment process for our PBM colleagues who are approved to work in a home-based location and defines the process to ensure all forms are completed and filed appropriately. This process applies to all colleagues who are approved to work in a home/residence-based location.

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| Required Documentation |

Below are the forms that require review and signature prior to deployment.

* [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)
* [Customer Care Work from Home (WFH) - Checklist and Deployment Agreement 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=0x0100C9581EA03FF3A64188262BF689DD452F&amp;client_id=73d49b7f-c0a4-4891-b2bb-65f7f7142c79&amp;mode=0&List=f07160ce-8cc4-4a68-b0c7-eee1308844ba&Source=https://aetnao365.sharepoint.com/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4/AllItems.aspx?viewid=7dba9724%2D531e%2D4c9c%2D9905%2D6eb2c56764c5&RootFolder=/sites/WFHForms/Lists/WFHChecklistDeploymentAgreementFormsV4&Web=ebd9a849-1323-4a14-b303-e61c6a8c57a5)

**Note:** For access to the electronic links for the above referenced documents, create an email to: Colleague Support-CMO [Colleague\_Support\_CMO@cvshealth.com](mailto:Colleague_Support_CMO@cvshealth.com) and in the body of the email include the request for the electronic hyperlinks to these forms.

Below are the documents that require review prior to deployment (signature not required):

* [Customer Care Work from Home (WFH) - Guidelines PBM Operations](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6ed385e8-dad0-4330-8610-f89a369e9cd3) (080550)
* [Downtime Procedure](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e6c6901-f053-4575-9238-3f1f68feea78)s (027110)
* [Customer Care Work from Home (WFH) - Downtime Leader Guide (018632)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=173e5944-f7d8-4023-9ddc-910ef899065f)

* [Broadband Internet Provision and Reimbursement Policy (DOC-066054)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-066054)
* [Five9 – E911 Device Registration – (Discuss with supervisor) (052184)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=7e7e0fcf-59eb-4bc1-8a1b-cd91ee386e99)

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| Process |

Perform the steps below:

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| **Step** | **Action** |
| **1** | **POC Training**  **Colleague Support Team:** Meet with all points of contact (POC) and trainers annually, at a minimum, to review any updates on the deployment process.  This training includes housing the equipment prior to deployment and how to set up the equipment. This covers the expectations of reviewing and proper handling of the required documents and forms. |
| **2** | **Deployment Process**  **Prior to Deployment:**   * **Site POC:** Store all WFH equipment that is not managed by IT. * **Direct Hire WFH or Office to Home:**    + Home inspections are conducted as a condition of employment. All direct hires (WFH) require home inspections. Refer to [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).   + Once the colleague’s equipment has been delivered to the designated site, training is scheduled. * **Site POC and Resource Planning:**   + Schedule Training   + Send COS email to Resource Planning to update reporting structure * **Site POC and/or trainer:** Collect all equipment.   **Day of Deployment:**   * **Site POC and/or trainer:** Conduct training which includes:   + How to set up the equipment   + Colleague and trainer must review, complete and sign required forms prior to being sent home for deployment.   + **All WFH Deployments**: Home inspections can be completed by web camera or physical home inspection by supervisor, POC, or trainer. * **Colleague Support Team:** Reviews all completed forms to ensure they are filled out correctly, and then files them in a designated location. * **WFH Colleague:**   + Commute to home office to install.   + Test equipment and system.   + Notify the trainer of any installation or system issues. * **POC and/or trainer:** Once the WFH Colleague tests equipment and system, notify Colleague Support Team the colleague is deployed home. * **New WFH Colleague Supervisor:** * **Previous Supervisor:** Initiate a manager change in Workday for colleague. * **New Supervisor:** Complete the Change Request and then submit a new job code and title on Workday and sends COS to update reporting structure. |
| **3** | **Reporting and Storage**   * **Colleague Support Manager:** * Creates and maintains a master report of WFH colleagues and SharePoint folders. * Performs Bi-Annual review of the SharePoint folders. * **Colleague Support Team:** * Notifies Colleague Support Manager when the deployment process is complete and maintains SharePoint folder. * Performs Bi-Annual review of the SharePoint folders.   **Note:** All forms are stored in a secure location. (SharePoint) |

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| Related Documents |

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

[Customer Care Work from Home (WFH) - Deployment Process Work Flow](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=241411d4-59a7-4c2a-bebb-2e9ab3f431d3) (010437)

**Parent Documents:**

* [Protection of Confidential and Proprietary Information](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CCORSC-0004) (CCORSC-0004)
* [Broadband Internet Provision and Reimbursement Policy (DOC-066054](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=DOC-066054))

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