# theSource Profile Settings Reference Guide

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| --- | --- | --- | --- | --- | --- |
| **Operational Area** | **Profile Setting: Business Area** | **Profile Setting:  Department** | **Profile Setting:  Line of Business** | **Profile Setting:  Position** | **Profile Setting:  Facility** |
| Mail Pharmacy Operations – Front End | | | | | |
| **Non-Clinical Divert** | Mail Pharmacy Operations - Front End | Non-Clinical Divert | Commercial CVS Caremark | Front End  Technician | Birmingham Chicago Irving Miramar Mount Prospect Northbrook Phoenix Pittsburgh Richardson San Antonio Scottsdale Wilkes Barre |
| **Not In System (NIS)** | Mail Pharmacy Operations - Front End | Not In System (NIS) | Commercial CVS Caremark | Front End Technician | Birmingham Chicago Irving Miramar Mount Prospect Northbrook Phoenix Pittsburgh Richardson San Antonio Scottsdale Wilkes Barre |
| **Physician Contact** | Mail Pharmacy Operations - Front End | Physician Contact | CVS Caremark | Technician Front End | Birmingham Chicago Irving Miramar Mount Prospect Northbrook Phoenix Pittsburgh Richardson San Antonio Scottsdale Wilkes Barre |
| **Order Distribution Services** | Mail Pharmacy Operations - Front End | Order Distribution Services | (Do not select any options: nothing should be checked) | Clerk | Birmingham Chicago Irving Miramar Mount Prospect Northbrook Phoenix Pittsburgh Richardson San Antonio Scottsdale Wilkes Barre |
| **Rx Entry** | Mail Pharmacy Operations - Front End | Rx Entry | Commercial CVS Caremark | Front End Technician | Birmingham Chicago Irving Miramar Mount Prospect Northbrook Phoenix Pittsburgh Richardson San Antonio Scottsdale Wilkes Barre |
| **Prescription Verification** | Mail Pharmacy Operations - Front End | Prescription Verification DPC/Tech Assist **Optional:**  Non-Clinical Divert Not In System (NIS)  Physician Contact Rx Entry | Commercial CVS Caremark | Pharmacist  Technician Front End | (Do not select any options: nothing should be checked) |
| **ROCC/Order Entry** | Mail Pharmacy Operations - Front End | ROCC/Order Entry | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| Mail Pharmacy Operations – Back End | | | | | |
| **Automation** | Mail Pharmacy Operations-Back End | Automation | CVS Caremark | Mechanic | Chicago San Antonio Wilkes Barre |
| **Materials/Production Supplies** | Mail Pharmacy Operations-Back End | Materials/Production Supplies | CVS Caremark | Handler Technician | Chicago San Antonio Wilkes Barre |
| **Product Verification/Control Room/Compounding** | Mail Pharmacy Operations-Back End | Product Verification/Control Room/Compounding | CVS Caremark | Pharmacist  Technician | Chicago San Antonio Wilkes Barre |
| **Product Selection** | Mail Pharmacy Operations-Back End | Product Selection | CVS Caremark | Pharmacist  Technician | Chicago San Antonio Wilkes Barre |
| **Shipping/Packaging/Metering** | Mail Pharmacy Operations-Back End | Shipping/Packaging/metering | CVS Caremark | Distribution Clerk Packer  Technician | Chicago San Antonio Wilkes Barre |
| Member Services | | | | | |
| **Account Receivable/Collections** | Member Services | Account receivable / Collections | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **FastStart** | Member Services | FastStart | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Participant Services** | Member Services | Participant Services | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Regulatory Affairs** | Member Services | Regulatory Affairs | Commercial Medicare D | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Clinical Care Services** | Member Services | Clinical Care Services | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| Customer Care Operations | | | | | |
| General Customer Care | | | | | |
| **Commercial** | Customer Care | Customer Care | Commercial | Customer Care Representative | Select Your Location |
| **Medicare D** | Customer Care | Customer Care | Medicare D | Customer Care Representative | Select Your Location |
| Client-Specific Customer Care |  |  |  |  |  |
| **FEP Care** | Customer Care | Customer Care | FEP | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Commercial - Aetna** | Customer Care | Customer Care - Aetna | Commercial | Customer Care Representative | Select Your Location |
| **Commercial - Aetna** | Customer Care | Customer Care - Aetna | Aetna IVL | Customer Care Representative | Select Your Location |
| **Medicare D - Aetna** | Customer Care | Customer Care - Aetna | Aetna Med D | Customer Care Representative | Select Your Location |
| **Medicare D - Aetna Joint Venture** | Customer Care | Customer Care - Aetna | Aetna Med D Joint Venture | Customer Care Representative | Select Your Location |
| **Medicare D - Aetna DOW** | Customer Care | Customer Care - Aetna | DOW Medicare D | Customer Care Representative | Select Your Location |
| Pharmacy Help Desk | | | | | |
| **Commercial/Medicaid** | Customer Care | Pharmacy Help Desk | Commercial Medicaid | Pharmacy Help Desk Representative | Alorica Phoenix San Antonio Work From Home (WFH) |
| **Medicare D** | Customer Care | Pharmacy Help Desk | Medicare D | Pharmacy Help Desk Representative | Alorica Phoenix San Antonio Work From Home (WFH) |
| Other Customer Care Teams | | | | | |
| **Senior Teams** | | | Use profile settings listed above for the lines of business you support | | |
| **Web Team/eCare** | Customer Care | Customer Care, Web Team | Commercial | Customer Care Representative | Select Your Location |
| **Web Team - Aetna** | Customer Care | Web Team - Aetna | Commercial | Customer Care Representative | Kansas City Pittsburgh San Antonio Conduent Work From Home (WFH) |
| **Web Team – Aetna Medicare D** | Customer Care | Web Team - Aetna | Medicare D | Customer Care Representative | Kansas City Pittsburgh San Antonio Conduent Work From Home (WFH) |
| **FEP Care Offline Team** | Customer Care | Customer Care | FEP | Representative I Resolution Care | Phoenix |
| **RM Research Team** | Customer Care | RM Research Team | Commercial Medicaid Medicare D | Representative I Resolution Care | Kansas City Work From Home (WFH) |
| **Medicare D – CTM/Grievances** | Documents are in P&P Portal | | | | |
| Clinical Operations | | | | | |
| **Appeals** | | | | | |
| **Appeals - Commercial** | Clinical Operations | Appeals | Commercial | Pharmacist Technician | Richardson Scottsdale |
| **Appeals - Medicaid** | Clinical Operations | Appeals | Medicaid | Pharmacist Technician | Richardson Scottsdale |
| **Clinical Interventions** | Clinical Operations | Clinical Interventions | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **SQM Clinical Operations** | Clinical Operations | SQM Clinical Operations | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **CAS Liaison** | Clinical Operations | CAS Liaison Team | Commercial Medicaid Medicare D Consumer Business | Admin Liaison | Pittsburgh Richardson Scottsdale Work from Home (WFH) |
| **Coverage Determination/Appeals - Medicare D (Book of Business)** | Clinical Operations | Coverage Determinations/Appeals | Medicare D | Pharmacist Technician | Pittsburgh San Antonio Scottsdale Solon Alorica Work from Home (WFH) |
| **Exceptions** | Clinical Operations | Exceptions | (Do not select any options: nothing should be checked) | Clinical Pharmacist  Pharmacist  Technicians  Consultants  Coordinators | Richardson Scottsdale |
| **MedHOK Admin** | Clinical Operations | MedHOK Admin | Aetna Aetna Med D CVS Caremark FEP Medicare D | Admin Liaison Analyst Client Support Specialist Clinical Pharmacist Consultant Coordinator Lead Pharmacist Pharmacist | Select Your Location |
| **Medication Therapy Counseling** | Clinical Operations | Medication Therapy Counseling | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Pharmacy Advisor** | Clinical Operations | Pharmacy Advisor | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Prior Authorization - Admin** | Clinical Operations | Select your Department | Commercial Aetna Medicare D Medicaid | Select your Position | Richardson Scottsdale Work From Home (WFH) |
| **Prior Authorization - Communications Team** | Clinical Operations | Prior Authorization - Communications Team | Commercial Aetna Medicare D Medicaid | Select your Position | Richardson Scottsdale Work From Home (WFH) |
| **Prior Authorization - Aetna** | Clinical Operations | Prior Authorization - Aetna | Commercial | Coordinator  Pharmacist  Representative | Richardson San Antonio |
| **Prior Authorization - Commercial** | Clinical Operations | Prior Authorization - Commercial | Commercial | Clinical Pharmacist  Pharmacist  Technicians  Consultants  Coordinators | Richardson |
| **Prior Authorization - Exchanges** | Clinical Operations | Prior Authorization - Exchanges | (Do not select any options: nothing should be checked) | Representative  Pharmacist | Richardson |
| **Prior Authorization - Medicaid** | Clinical Operations | Prior Authorization - Medicaid | Medicaid | Clinical Pharmacist  Pharmacist  Technicians  Consultants  Coordinators | Richardson |
| **Prior Authorization/Appeals - Admin Liaison Team** | Clinical Operations | Prior Authorization/Appeals - Admin Liaison Team | Commercial Medicaid Medicare D | Admin Liaison | Richardson Northbrook Mount Prospect Scottsdale Lincoln Work From Home (WFH) |
| **Prior Authorization/Appeals - Resolution Team** | Clinical Operations | Prior Authorization/Appeals - Resolution Team | Commercial | Representative | Richardson |
| **PA Admin SGM Criteria Team** | Clinical Operations | Prior Authorization Admin | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | Mount Prospect San Antonio Work From Home |
| **Specialty Case Review Unit (SGM)** | Clinical Operations | Specialty Case Review unit | (Do not select any options: nothing should be checked) | Clinical pharmacist Coordinator  Technician Representative | Northbrook Richardson San Antonio Mt. Prospect Scottsdale |
| **Specialty Appeals** | Clinical Operations | Specialty Case Review Unit | (Do not select any options: nothing should be checked) | Clinical pharmacist Coordinator  Technician Representative | Northbrook Richardson San Antonio Mt. Prospect Scottsdale |
| **Specialty Case Review Unit (Novologix)** | Clinical Department | Specialty Case Review Unit | (Do not select any options: nothing should be checked) | Novologix Clinician Novologix Rep/Tech | Northbrook Richardson San Antonio Mt. Prospect Scottsdale |
| Client Operations | | | | | |
| **Client Benefits Med D** | Documents are in P&P Portal | | | | |
| **Client Benefits RxClaim** | Documents are in P&P Portal | | | | |
| **Clinical Client Operations** | Documents are in P&P Portal | | | | |
| **Commercial Client Support** | Client Operations | Client Support | Commercial | Client Support Specialist | Pittsburgh San Antonio |
| **Medicare D Client Support** | Client Operations | Client Support | Medicare D | Client Support Specialist | Pittsburgh San Antonio |
| Eligibility Operations | | | | | |
| **Eligibility Verification** | Eligibility | Eligibility Verification | CVS Caremark | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| Operations Initiatives | | | | | |
| **Professional Practice** | Shared Services | Professional Practice | Commercial Medicare D | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Quality** | Documents are in P&P Portal | | | | |
| Medicare D Enrollment | | | | | |
| **Premium Billing** | Medicare D Enrollment | Medicare D | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | Scottsdale El Paso Tucson Irving  Alorica India |
| **MED D Enrollment** | Medicare D Enrollment | Medicare D | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | Scottsdale El Paso Tucson Irving Alorica India |
| Training and Development | | | | | |
| **Training and Development** | Shared Services | Training Delivery Curriculum Design Documentation Team | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **\*Note:** Trainers should be aware of the audience settings of training documents they will be using and create profiles accordingly. Some training documents are only searchable in theSource under specific department audiences. | | | | | |
| Specialty | | | | | |
| Pharmacy Front-End | | | | | |
| **Benefits Verification** | Specialty | Benefit Verification | (Do not select any options: nothing should be checked) | Benefits Verification Representative  Clinical Pharmacist | (Do not select any options: nothing should be checked) |
| **Customer Service/Intake (CSR)** | Specialty | Intake Customer Service | (Do not select any options: nothing should be checked) | Representative | Buffalo Grove Chandler |
| **Fax Triage** | Specialty | Fax Triage | (Do not select any options: nothing should be checked) | Coordinator | Irving Mount Prospect |
| **Data Entry/Enrollment** | Specialty | Enrollment Data Entry | (Do not select any options: nothing should be checked) | Coordinator | Irving Mount Prospect Chandler |
| **Front End** | Specialty | Front End Pharmacy | (Do not select any options: nothing should be checked) | Customer Care Representative  Pharmacy Service Representative Benefits Verification Representative  Technician  Pharmacist  Nurse | (Do not select any options: nothing should be checked) |
| **FEP** | Specialty | FEP Specialty | (Do not select any options: nothing should be checked) | Customer Care Representative  Pharmacy Service Representative Benefits Verification Representative  Technician  Pharmacist  Nurse | (Do not select any options: nothing should be checked) |
| **Specialty Connect** | Specialty | Specialty Connect | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| Front End Dedicated Therapy | | | | | |
| **Auto-Immune** | Specialty | Auto-Immune | TBD | Customer Care Representative Benefits Verification Representative Technician Pharmacist Pharmacy Service Representative  Nurse | Chandler Redlands Fairfield Lenexa Mount Prospect Milford Raleigh Tampa Troy Monroeville Puerto Rico Northbrook Orlando |
| **Hepatitis C** | Specialty | Hepatitis C/Multiple Sclerosis | TBD | Customer Care Representative Benefits Verification Representative Technician Pharmacist Pharmacy Service Representative  Nurse | Chandler Redlands Fairfield Lenexa Mount Prospect Milford Raleigh Tampa Troy Monroeville Puerto Rico Northbrook Orlando |
| **Multiple Sclerosis** | Specialty | Hepatitis C/Multiple Sclerosis | TBD | Customer Care Representative Benefits Verification Representative Technician Pharmacist Pharmacy Service Representative  Nurse | Chandler Redlands Fairfield Lenexa Mount Prospect Milford Raleigh Tampa Troy Monroeville Puerto Rico Northbrook Orlando |
| **Neurological Disorders** | Specialty | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **HIV (2 docs)** | Specialty | HIV | (Do not select any options: nothing should be checked) | Customer Care Representative Benefits Verification Representative  Pharmacy Service Representative  Technician  Pharmacist | (Do not select any options: nothing should be checked) |
| **Transplant (1 document)** | Specialty | Transplant | (Do not select any options: nothing should be checked) | Customer Care Representative Benefits Verification Representative  Pharmacy Service Representative  Technician  Pharmacist | (Do not select any options: nothing should be checked) |
| **Hemophilia (2 documents)** | Specialty | Hemophilia | (Do not select any options: nothing should be checked) | Customer Care Representative Benefits Verification Representative  Pharmacy Service Representative  Technician  Pharmacist | (Do not select any options: nothing should be checked) |
| **Oncology** | Specialty | Oncology | (Do not select any options: nothing should be checked) | Board Certified Oncology Pharmacist  Customer Care Representative Pharmacy Service Representative  Benefits Verification Representative  Technician  Pharmacist | Fairfield Lenexa Mount Prospect Milford Raleigh Redlands Tampa Troy Orlando Chandler MonroevilleMemphis Puerto Rico |
| **Infused Therapies** | Specialty | Infused Therapies | (Do not select any options: nothing should be checked) | Pharmacy Service Representative  Technician Pharmacist Nurse | Redlands Mount Prospect Monroeville Lenexa Tampa Milford |
| **Nursing** | Specialty | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| **Pulmonary Arterial Hypertension (PAH)** | Specialty | Pulmonary Arterial Hypertension (PAH) | (Do not select any options: nothing should be checked) | Pharmacy Service Representative Technician Pharmacist Practice Liaison Nurse Therapy Adherence Liaison | Mount Prospect Monroeville |
| **Women’s Health/Growth Hormones/RSV/Pediatrics** | Specialty | Women's Health | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) |
| Pharmacy Back End | | | | | |
| **Back End Pharmacy** | Specialty | Back End Pharmacy | (Do not select any options: nothing should be checked) | Operations Assistant Inventory Coordinator Technician Pharmacist Packer | (Do not select any options: nothing should be checked) |
| **Fulfillment (Monroeville)** | Specialty | Back End Pharmacy | (Do not select any options: nothing should be checked) | Operations Assistant Inventory Coordinator Technician Pharmacist Packer | Monroeville |
| CarePlus | | | | | |
| **CarePlus** | Specialty | CarePlus | (Do not select any options: nothing should be checked) | Pharmacy Technician Pharmacist | (Do not select any options: nothing should be checked) |
| Advanced Care Scripts (ACS) | | | | | |
| **Advanced Care Scripts (ACS)** | Specialty | ACS | (Do not select any options: nothing should be checked) | (Do not select any options: nothing should be checked) | Orlando |
| Retail Call Center | | | | | |
| **Retail Call Center** | Retail Call Center | Clinical Support Customer Support Services and Benefits Shared Services | CVS Retail Pharmacy | Customer Care Representative Pharmacist Technician | Add Your Facility or Vendor Name |
| DMR | | | | | |
| **DMR - CarelonRx** | DMR | Paper Claims | CarelonRx | Analyst Processor | Work from Home (WFH) |
| **DMR - Commercial** | DMR | Paper Claims | Commercial | Analyst Processor | Work from Home (WFH) |
| **DMR - FEP** | DMR | Paper Claims | FEP | Analyst Processor | Work from Home (WFH) |
| **DMR - MED D** | DMR | Paper Claims | Medicare D | Analyst Processor | Work from Home (WFH) |
| **DMR - Mailroom** | DMR | Mailroom | (Do not select any options: nothing should be checked) | Analyst Processor | Work from Home (WFH) |
| **DMR - Quality** | DMR | Quality | (Do not select any options: nothing should be checked) | Analyst Processor | Work from Home (WFH) |
| **DMR – Government - Subrogation** | DMR | Government - Subrogation | (Do not select any options: nothing should be checked) | Analyst Processor | Work from Home (WFH) |

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