

Proudly working on behalf of retirees of the AT&T Midwest Region, SBC Midwest Region, Ameritech, and predecessor/successor Bell Companies of the New AT&T, located throughout the United States.

CVS Caremark Escalation Process

If you have a concern about a prescription sent to you, the labeling, the cost, or any other CVS Caremark issue ...

Call CVS Caremark (1-800-378-8851) and present the issue to the Customer Service Representative. If you are not satisfied with the Customer Service Representative's response, request to speak with their supervisor. The CVS Caremark process is to actually transfer you to a Resolution Specialist.

Present your issue to the Resolution Specialist. If you are not satisfied with the Resolution Specialist's response, ask to escalate your issue. You may need to insist, but their process is to transfer a persistent caller to an Executive Recovery member. This person has the authority to go somewhat beyond their standard operating procedures. Often you will receive satisfaction at this point. If not, get assistance to challenge their response as follows.

Get Assistance to Challenge An EOB, Bill Or Other Benefit Statement

This procedure (published in "2008 Blue Bulletin Vol. 3, No. 3") is being repeated to be sure that AASBCRSM members indeed get their issues resolve. We all worked very hard to earn these benefits. We need to be sure to utilize the processes that are available to remedy our concerns.

Just follow these steps.

- 1. Call, document, challenge answer, ask for manager.** Call the vendor (AT&T Benefit Center, United Health Care, Fidelity, etc) and ask for an explanation. Keep the person's name and record the date of the telephone call. If you do not get a satisfactory explanation, or if what they say does not seem logical, or if you get a "because that is how it is" type reply, ask to speak with a manager or ask for a manager to call you back and ask for a commitment as to when you should receive the call back.
- 2. Document. If needed, for UHC, fill out and send AT&T UHC form.** If you get the callback, record when the call was made and the name of the person calling. If you do not get a satisfactory explanation, or if what they say does not seem logical, or if you get a "because that is how it is" type reply, and the vendor is UHC, fill out the AT&T UHC form (the procedure and form can be found on the AASBCRSM web site at: <http://www.aasbcr.org/bluebulletins/EsclationProcess.htm>) and either fax it, or email it as shown on the bottom of the form.
- 3. No callback OR non UHC, call or email for help.** If you do not get a callback OR the vendor is any other than UHC, email AASBCRSM vpcomprel@AASBCR.org or call the AASBCRSM virtual office at (312) 962-2770