

Care Career Mapping InfoGuide

Own your Care career! Use the career mapping InfoGuide to explore, visualize and discuss a variety of career paths in Care.

The career mapping InfoGuide demonstrates how colleagues can advance and develop from an entry-level role into a Care leader or individual contributor.

The InfoGuide provides brief descriptions of each Care business unit as well as a job function index. Reference the job grades and job function index to determine if a desired career path is lateral or promotional growth, or a transfer to a cross-functional team and a well-matched career step. Use career mapping to grow a long-term career in Care.



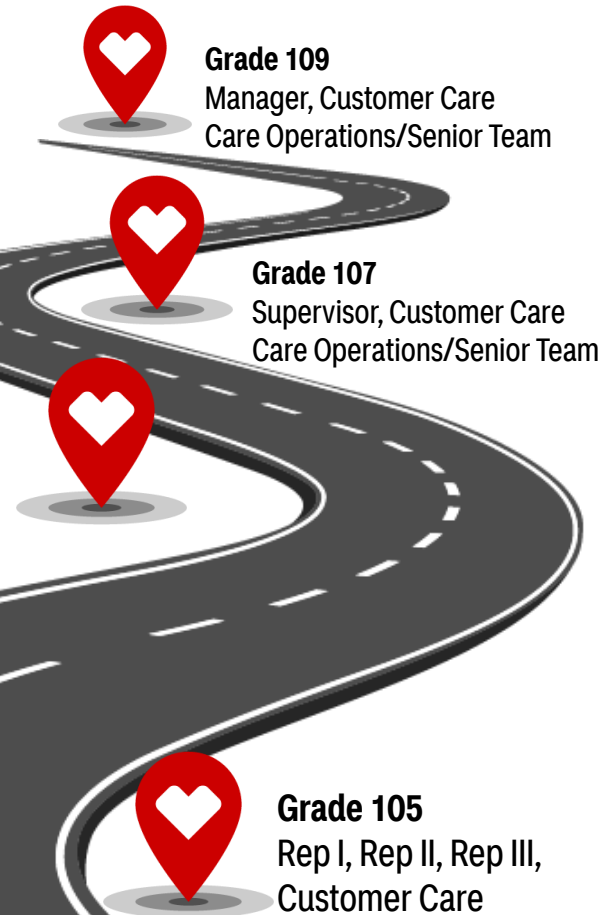
Care Operations



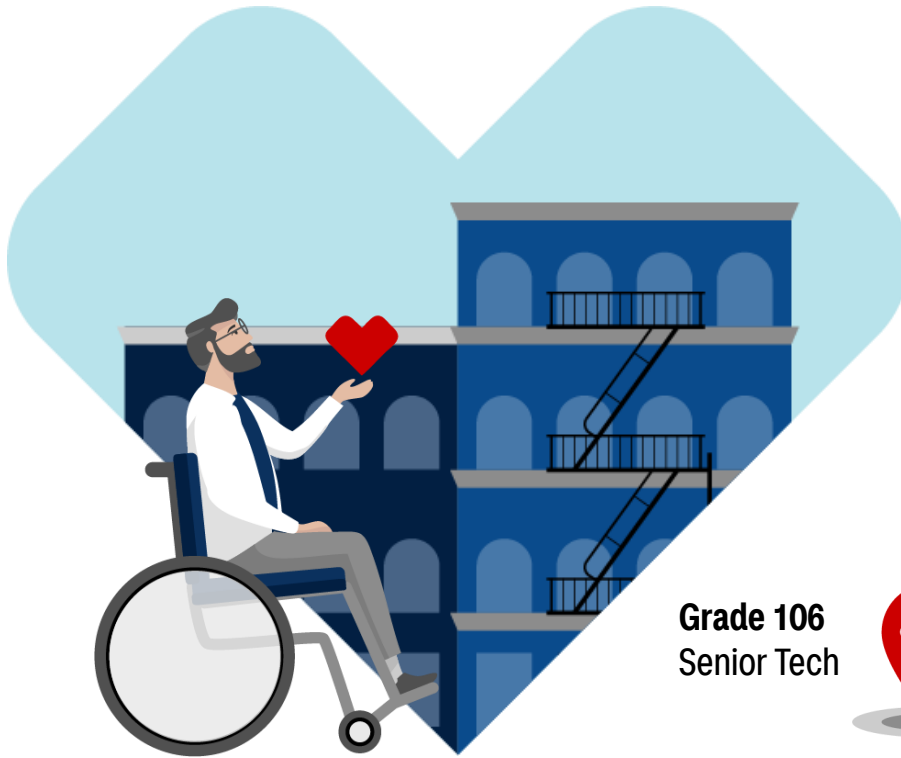
Customer Care is a contact center which provides prescription benefits services to members across the nation.

The Senior Team is one component of Customer Care. The Senior Team manages complicated, complex, and escalated member issues. They aid in both member and colleague retention through de-escalation and education.

Grade 106
Senior Rep, Care Case Review
Senior Team



Participant Services



The Participant Services team is an extension of Care Operations and a bridge between Care and Pharmacy Operations, with a stronger focus on medical prescription order fulfillment procedures, inquiries, payments and requests from members and CCRs.

Grade 106
Senior Tech



Grade 107
Supervisor



Grade 109 – Manager, Participant Services or Mgr, Pharmacy Ops RPh



Grade 105
Tech I, Tech II, Tech III





The Member Experience team is focused on understanding, measuring and enhancing the quality and efficiency of the member and agent experience. The organization includes Quality, User Acceptance Testing, Service (Executive) Recovery, CSAT/Colleague Engagement, IVR/AI Support, Reporting/Analytics.

Member Experience And Technology

Grade 109 – Manager,
Quality or Operations



Grade 108 – Senior Analyst,
Testing or Business Analytics



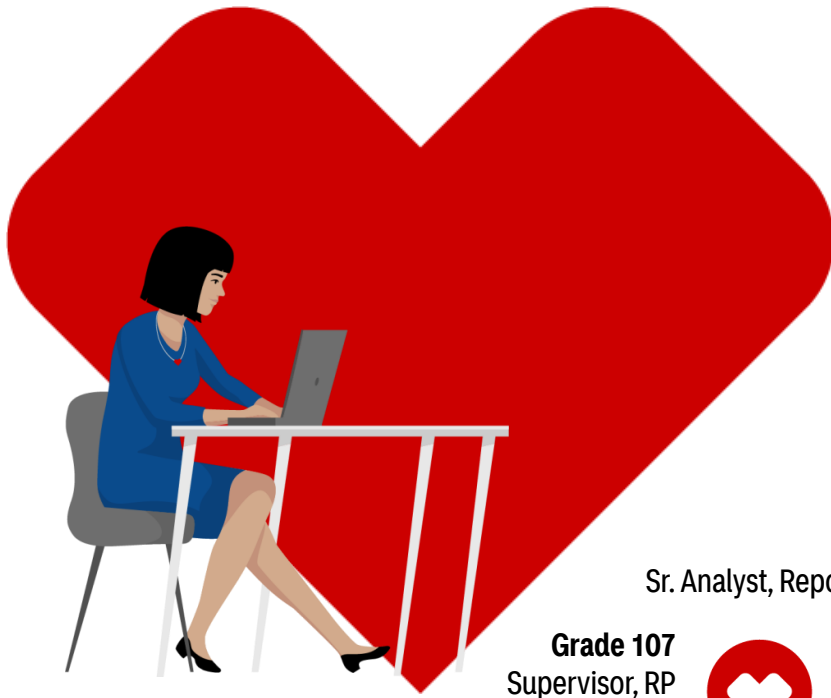
Grade 106
Senior Cdr, Quality
(Med-D, Compliance, or SRU)



Grade 105
Rep I, Rep II,
Member Advocate



Resource Planning



Resource Planning forecasts call volumes and schedules staff to optimize use of resources and to enhance and achieve call center targets. There are three main branches to RP: Forecasting & Planning, Scheduling & Channel Management and Technology and Reporting.

Grade 105
Cdr, RP



Grade 107
Supervisor, RP
Analyst, Business Analytics
(short range)
Analyst, RP



Grade 108
Assoc. Manager, RP
Sr. Analyst, Reporting Strategy (long range)
Sr. Analyst, RP



Grade 109
Manager of RP,
Business Analytics, or
Reporting Strategy



Grade 106
Senior Cdr, RP



Vendor Management



(Vendor Management Oversight) Customer Care Operations work with the outsourced vendors to perform Customer Care Call Center Operations. The Vendor Management team manages vendor operations, contracts and financials, performance, onboarding, hiring and training and serves as the connection point between vendors and CVS internal cross-functional area. In addition to Care Operations this team also focuses on monitoring processes, interfacing with Compliance and Legal, reporting, phone lines (TFNs) and ensuring Vendors are running their operations as expected by CVS.

**Grade 108 - Senior Analyst,
Vendor Management**

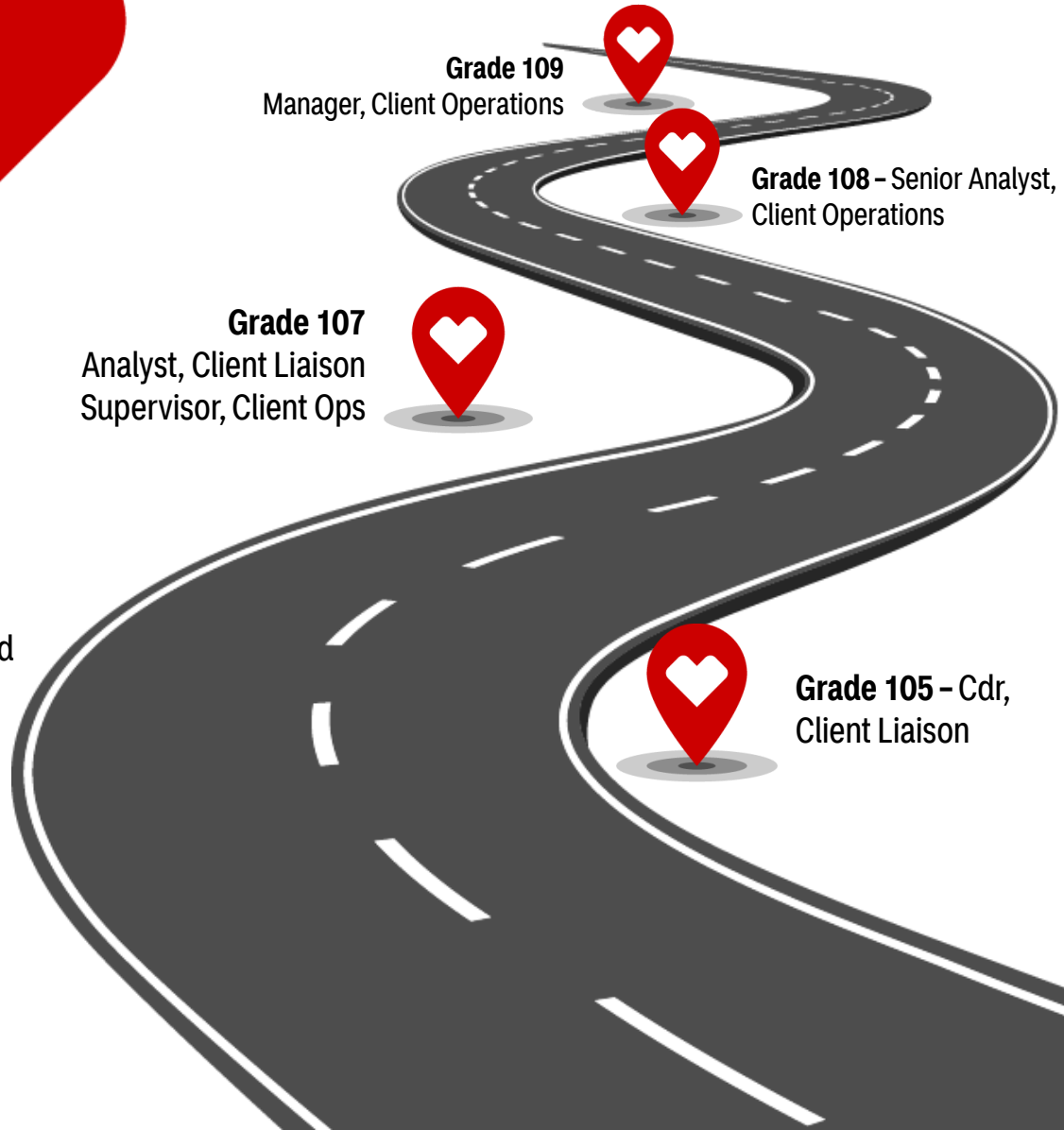
**Grade 109 – Manager,
Vendor Management**

**Grade 107 – Analyst,
Vendor Transition**

Client Operations



Client Operations Client Operations supports the relationship between Care, account teams and our clients as they implement and onboard to the PBM. They handle client implementations, audits, call calibrations, upskill training, grievances, and updating CIFs to ensure a positive client and member experience. They are the liaisons between various internal leadership teams, training, compliance and process improvement on behalf of our clients.



Continuous Improvement



Grade 108 – Senior Analyst
Project
Business Analytics
Reporting Strategy



Grade 109 - Manager
Project Management
Process
Operations



Grade 107- Analyst
Project Management
Reporting Strategy



Care Continuous Improvement works to improve agent and member experience through delivery of process and technology innovations. The department provides process expertise, project management and governance allowing the rest of the care organization to focus on critical operations.



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Job Function Index

Care Operations



Job Grade - 105 Rep I, Rep II, Rep III, Customer Care

Customer Service Representatives answer and process incoming calls, provide customer service and manage a variety of questions, concerns and inquiries from members in a 24-7-365 call center environment. It is essential for Customer Care Reps to demonstrate effective and empathetic communication as well as be proficient in resolving customer needs within performance and quality expectations. Care Reps must be proficient in multitasking, computer systems skills and may be assigned off-phone projects and tasks. Care Reps may grow laterally by learning a variety of call queues such as Commercial, Med D, Bilingual and e-Care to name a few.

Job Grade - 106 Senior Rep, Care Case Review / Senior Team

Senior Representatives provide escalated and Tier II support to Reps I, II, III and to members to resolve, consult and educate on more complex concerns and inquiries. Sr. Reps provide consistent, accurate feedback to customer care agents to help build Rep knowledge and to increase rep ability to manage and serve calls more efficiently. Must have at least six months or more of Care Rep experience, must be proficient in multitasking, computer systems skills and may be assigned more complex off-phone projects and tasks.

Job Grade - 107 Supervisor, Customer Care, Care Operations / Senior Team

An entry-level, frontline leadership role which provides supervision to a team of hourly colleagues, which may be Care Reps or Senior Reps, inclusive to onboarding, performance management and professional development, employee relations guidance and conflict resolution and process and basic operational subject matter expertise. Supervisors evaluate, interview, hire, and may process corrective action and terminations. The frontline leader role will be responsible for the development and success of their assigned team and may be assigned other projects with local, cross-functional and broad impact.

Job Grade - 109 Manager, Customer Care, Care Operations / Senior Team

Managers own a wider span of contact center operational responsibility, either in Care Operations or Senior Team Operations, which could include overseeing hybrid teams of hourly and exempt colleagues and individual contributors. This level of leadership is responsible for ensuring quality, performance, operational and productions standards are achieved. Managers provide direct management of Supervisors as well as indirect management of Care Reps or Senior Reps. Managers plan, assign and direct work, review and monitor performance, reward and discipline employees, address employee and member complaints, and resolve problems. Managers may be assigned critical or cross-functional projects with broader impact beyond their assigned/local operation.

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Client Operations

Job Grade - 105 Cdr, Client Liaison

The Client Liaison Coordinator manages the resolution of routine to complex client issues and communicating the status of these issues to the client and internal business partners. The position is responsible for developing and distributing communication materials including client training, briefings, plan/benefit changes, etc. The Client Liaison Coordinator will act with a sense of urgency and maintain a professional demeanor and build client relationships, be independently task oriented and team minded.

Job Grade - 107 Analyst, Client Liaison

The Analyst on the Client Operations team is responsible for responding to and resolving specific client issues over different business lines. The Analyst coordinates project activity across the team and with internal and external partners. The analyst participates in implementation activities.

Job Grade - 108 Senior Analyst, Client Operations

In conjunction with training functions, the senior analyst will serve as a dedicated SME resource for other operating business units. The Senior analyst will represent Customer Care during meetings with Grievance/CTM; Premium Billing; Enrollment; Internal OPS; as well as directly with the Client, and as needed to support other areas on an adhoc basis. Analyst will work closely with Customer Care in a supportive role as well, assisting in day-to-day activities, answering questions and researching escalated and in-depth inquiries. Will also be expected to field requests for research from the Account Management team and other business areas as needed.

Job Grade - 109 Manager, Client Operations

The Client Liaison Advisor will act as a liaison between Customer Care Operations and key clients with outstanding relationships with CVS Caremark Care and Mail Operations. The Advisor connect with, advise, and provide support to clients on medium and long-term operations strategy, including future planning, regulatory practices, process level improvement, operational implementation of new products, workflow/resource management approaches, and ongoing partnership evolution. The Client Liaison Advisor will partner with internal colleagues to ensure successful implementation of new business and continued successful service of existing clients. Internal partners include but are not limited to Call Center Operational Leaders, Sales and Account Services, Implementations, Resource Planning, Client Audit and Regulatory Affairs.



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Participant Services

Job Grade - 105 Tech I, Tech II, Tech III, Participant Services

Techs, who are Certified Pharmacy Technicians, accept incoming calls and serve as the initial point of contact for Customer Care and Members to support clinical issues and questions before escalating to Pharmacist. Techs often manage inbound calls from doctor offices, as well as reconcile payment disputes. Tech may also resolve other inquiries, either by phone or email, related to pharmacy services, shipping of prescriptions, and medical claims.



Job Grade - 106 Senior Tech, Participant Services

Senior Techs must demonstrate a deeper Subject Matter Expertise and knowledge above Techs and Reps to resolve escalated and complex clinical or non-clinical member and rep concerns. They will serve as a primary resource for the team on process related questions and issues. Having advanced knowledge as a Care Rep, pharmacy technician experience and front and back medical office knowledge is highly valuable for this role.

Job Grade - 107 Supervisor, Participant Services

An entry-level, leadership role which provides supervision to a team of hourly colleagues, inclusive to onboarding, performance management and professional development, employee relations guidance and conflict resolution and process and basic operational subject matter expertise. Supervisors evaluate, interview, hire, and manage an assigned team. This individual will be responsible for assisting in the development and success of their assigned team and may be assigned other projects with local, cross-functional and broad impact.

Job Grade - 109 Manager, Participant Services or Mgr, Pharmacy Ops RPh

Leadership role specializing in call center operations, workforce management, process optimization/innovation, analytics, team engagement, financial planning and operations. Direct management of Supervisors with individual teams typically ranging from 15-25 non-exempt staff. Implementation, maintenance and enforcement of healthcare, legal, accreditation, and regulatory affairs requirements. This role may be filled with a licensed Pharmacist due to scope of work.



Job Grade - 105 Rep I, Rep II, Member Advocate

Reps I and II, Member Advocates, provide customer service to customers, must have ability to de-escalate member issues as well as investigate appeals and complaints from regulatory agencies. Reps I and II, Member Advocates, identify and categorize incoming e-mails, letters or faxes based on priorities and performance guarantees. Reps in this role must have exceptional communication, analytical problem-solving skills and strong written communication to compose written responses addressing complaints with findings supported by thorough investigation.

Job Grade - 106 Senior Cdr, Quality

This role supports Care Operations' quality and Customer Experience programs. Knowledge of Care's quality and performance expectations as well as state and federal compliance and regulatory standards is beneficial for this role. Must understand quality metrics and reporting as well as be able to make recommendations to improve or correct quality and performance. Attention to detail, communication skills, both verbal and written are critical.

Job Grade - 108 Senior Analyst, Testing or Business Analytics

In the role, you will need knowledge and experience with IVR platforms and telecom routing methodology. It is critical to have project management and process improvement experience as well as experience with Agile methodologies and data management experience.

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Resource Planning

Job Grade - 105 Cdr, Resource Planning

The resource planning coordinator is the conduit for information regarding intraday and real-time performance management. Coordinators support both internal operations and external vendors. They will engage with operations management and the vendors to gather information and provide direction to maintain critical business outcomes. Coordinators work in a fast-paced environment supporting our 5000+ agent contact center.

Job Grade - 106 Senior Cdr, Resource Planning

Senior Coordinators are next level real time resource planning support analysts. Continuing to monitor multi-skill multi-site inbound call queues to deliver consistent business outcomes. Senior Coordinators work closely with leaders across multiple support organizations including resource planning, operations and vendor management.

Job Grade - 107 Supervisor, Resource Planning

An entry-level, leadership role which provides supervision to a team of hourly colleagues, inclusive to onboarding, performance management and professional development, employee relations guidance and conflict resolution and process and basic operational subject matter expertise. Supervisors evaluate, interview, hire, and manage an assigned team. This individual will be responsible for assisting in the development and success of their team and may be assigned other projects with local, cross-functional and broad impact.

Job Grade - 107 Analyst, Business Analytics

Short Range Analyst: Responsible for forecasting at a strategic and short-term level in a multi-site environment to ensure an efficient workload and workforce balance. Facilitate weekly meetings with business partners to review and strategize for staffing deficits and overages. Ensure the Workforce Management (WFM) Platform utilized for forecasting is maintained to support the overall forecast and business direction. Forecasts for client level strategies in the near term.





Job Grade - 107 Analyst, Resource Planning

Develop schedules to deliver staffing levels which consistently achieve interval service level commitments. Manage off phone activity requests, ensuring activities are planned without impacting service outcomes. Scheduling analysts partner closely with internal resource planning partners and operational leaders to ensure schedules meet business requirements.

Job Grade - 108 Assoc. Manager, Resource Planning

A next-level, leadership role which provides supervision to a team which includes exempt colleagues, inclusive to onboarding, performance management and professional development, employee relations guidance and conflict resolution and process and basic operational subject matter expertise. Assoc managers evaluate, interview, hire, and manage an assigned team. This individual will be responsible for assisting in the development and success of their team and may be assigned other projects with local, cross-functional and broad impact. Assoc managers work closely with senior leaders to ensure outcomes meet business expectations.

Job Grade - 108 Sr. Analyst, Reporting Strategy

A position within Workforce Management (WFM) that was created to meet the reporting and analytics needs for the broader Customer Care organization. This role is responsible for connecting and using complex datasets to produce data driven analysis in response to inquiries from Sr leadership. You will also be responsible for building the datasets that serve as the foundation for our reporting, so a strong working knowledge or SQL and relational data structure is critical.

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Job Grade - 108 Sr. Analyst, Resource Planning

Long Range Analyst: Responsible for call forecasting and planning, staffing requirements, client modeling and service level management and reporting for the Care Organization. This individual will be part of a team that owns the forecasting portion of the business including staffing requirements and metrics performance as well as the many different types of analysis that are needed on an ad-hoc and reoccurring basis. This role is responsible for forecasting, modeling, performance projections and analysis.

Job Grade - 109 Manager, Resource Planning

Managers own a wider span of RP operational responsibility, which could include overseeing hybrid teams of hourly and exempt colleagues and individual contributors. It is critical for managers to monitor operational and team performance and productivity. Managers provide direct management of Supervisors as well as indirect management Cdrs. Managers carry out management responsibilities including planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems. Managers could be assigned more complex, cross-functional projects with boarder impact beyond their assigned/local operation.

Job Grade - 109 Manager, Reporting Strategy

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Resource Planning

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Vendor Management

Job Grade - 107 Analyst, Vendor Transition

A product SME who must have at least 3 years of call center experience for client audit case reviews, The role includes process improvement development, root cause analysis, quality and performance reporting and trend analysis.

Job Grade - 108 Senior Analyst, Vendor Management

A product SME with a deep understanding of call center operations and must have at least 5 years of call center experience for client audit case reviews, The role includes knowledge of Resource planning, coding and query building and data visualization.

Job Grade - 109 Manager, Vendor Management

Effectively lead and Communicate with vendors around organizational expectations, must have strong business acumen, be an innovator and understand risk management analysis. Managers own a wider span of responsibility, which could include overseeing hybrid teams of hourly and exempt colleagues and individual contributors. It is critical for managers to monitor operational and team performance and productivity. Managers provide direct management of Supervisors as well as indirect management Cdrs. Managers carry out management responsibilities including planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems. Managers could be assigned more complex, cross-functional projects with boarder impact beyond their assigned/local operation.



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Continuous Improvement



Job Grade - 107 Analyst, Project Management

As an Analyst, Project Management, you will support complex projects aimed at process innovation, continuous improvement and technology implementations. It is critical to have a deep understanding of contact center operations, process, regulations and resources to represent Customer Care's needs and interests. In this role, it is ideal to have strong analytical skills, knowledge of agile/scrum methodologies as well, Lean/Six Sigma and user story writing. The Analyst, Project Management role could be a progressive career match for those with at least two to three years of experience as a Care Rep, Senior Rep and Cdr, Client Liaison or Senior Cdr, Quality.

Job Grade - 107 Analyst, Reporting Strategy

The Analyst, Reporting Strategy role is responsible for reporting and tracking project progress, targets, updates and results or findings. It is essential to have advanced skills in Excel, data analytics and reporting. This role may conduct analyses to assess current-state process performance, which may include data mining, call monitoring, trend analysis and presentation of data/findings.

Job Grade - 108 Senior Analyst, Project

As Senior Analyst, Project, you will consult on complex projects aimed at process innovation, continuous improvement and technology implementations. It is critical to have a deep understanding of contact center operations, process, regulations and resources to represent Customer Care's needs and interests. This role may require consultative and assessment skills in project planning and execution, such as stakeholder impact analysis. In this role, it is ideal to have strong analytical skills, project management, change management as well as knowledge of agile/scrum methodologies, Lean/Six Sigma and user story writing. The Analyst, Project Management role could be a progressive career match for those with internal experience as a Senior Rep or Senior Cdr, Analyst or a Supervisor.

Job Grade - 108 Senior Analyst, Business Analytics

The Senior Analyst, Business Analytics role is responsible for reporting, tracking and forecasting of project financials, progress, targets, updates and results or findings. It is essential to have advanced skills in Excel, data analytics and reporting, business case development and financial value tracking. This role may conduct analyses to assess current state-process performance, which may include data mining, call monitoring, trend analysis and presentation of data/findings. The role will manage multiple projects under aggressive timelines and requires strong research, and analytical skills and attention to detail.



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Job Grade - 108 Senior Analyst, Reporting Strategy

The Senior Analyst, Reporting Strategy role is responsible for reporting, tracking and forecasting of project financials, progress, targets, updates and results or findings. It is essential to have advanced skills in Excel, data analytics and reporting, business case development and financial value tracking. This role may conduct analyses to assess current-state process performance, which may include data mining, call monitoring, trend analysis and presentation of data/findings. The role will manage multiple projects under aggressive timelines and requires strong research, and analytical skills and attention to detail.

Job Grade - 109 Manager, Project Management

This is a leadership role with oversight and responsibility to execute on a portfolio of products/initiatives. The role is an advance subject matter expert that will influence various projects and decision-making by providing Customer Care perspective, requirements, processes, and data to ensure that end results and products are acceptable to Customer Care. There may be direct or indirect oversight of staff assigned to initiatives and projects. In this role, you will launch new initiatives, such as pilots, from concept through formal kickoff as well as track analytics on progress and outcomes.

Job Grade - 109 Manager, Process

This position is a leadership role which is responsible for leading operational technology upgrades and process enhancements. This role will engage with leadership, peers, IT and Customer Care Reps to implement new and improve existing technology. This is an advanced level role that is expected to execute and deliver against solutions to improve efficiency and accuracy in existing processes and technology. Responsible for implementation of the projects – deployment, communication with business partners to ensure the readiness of work instructions and training in a timely fashion.

Continuous Improvement

Job Grade - 109 Manager, Operations

The position is a leadership role which is responsible for leading operational technology upgrades and process enhancements. This role will consultant, liaison, and implementation lead for business leaders, their teams and other stakeholders or cross functional partners in the execution of new projects and programs. This is an advance level role that is expected to execute and deliver against solutions to improve efficiency and accuracy in existing processes and technology. Responsible for implementation of the projects – deployment, communication with business partners to ensure work instructions and training is ready in a timely fashion.

