

MEM – CC – Member Calls to Submit Phone Application

Purpose:

This procedure explains the process on how to accept phone applications. Applications are completed to determine what coverage choices a caller qualifies for.

Identification of Roles:

Customer Service Representative (CSR)
Compliance Analyst (CA)
Call Center Supervisor (CCS)

Performance Standards:

Quality assurance for all Member Services calls must be at least 85%. However, applications should be completed correctly 100% of the time.

Path of Business Procedure:

Step 1: Calls are routed by an Automated Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: CSR will ask the caller for their name and phone number. If the caller is an existing member, CSR accesses the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPAA) authorized to obtain information and make changes on the member's file.

- a. Verify the person calling is listed as the member, the case name, or the name in Social Services Number Information (SSNI).
- b. Verify the mailing address on file.
- c. Request the caller's current phone number

Step 3: CSR instructs applicant that they are applying for Affordable Health Care benefits and advises them of the effective date of their application.

Step 4: If the applicant asks about current medical benefits or for FIP and/or Food Assistance, the CSR will instruct the client to complete the Health Services Application

Step 5: Once it is determined that the caller wants to apply for Affordable Health Care benefits, CSR will ask the required questions on the application then complete the form in full based on the caller's answers.

Step 6: When the document is complete, under Step 7 signature line, the CSR completes the following – "Phone interview completed by (insert interviewer's name) on (insert date) Application confirmation number is XXXXXXXX".

Step 7: CSR saves the application.

Step 8: CSR emails application as an attachment to CA with a copy to CCS. In the subject line of the email, the CSR will type "Phone App DHS Contact Center".

Step 9: CA will review the application and recorded phone call for quality assurance. If there are any questions or concerns, the CA will discuss them with the CSR.

Step 10: After quality assurance has been approved, the CA will email the application and recorded call to the CCS.

Step 11: The CCS will email the application to Imaging Center 4. The CCS will save the recorded phone call in the approved location.

Forms/Reports:

Application for Health Coverage and Help Paying Costs

RFP References:

N/A

Interfaces:

MMIS

OnBase

Attachments:

N/A