MEM – Calls about Accounts Receivable and Accounts Payable Issues

Purpose:
This procedure explains how calls from the members regarding Lien or Estate Recovery Issues. Member Services does not handle these issues so the steps below explain how we refer the call to Revenue Collections.

Identification of Roles:
Customer Service Representatives (CSR)
Member Services Specialist (MSS)

Performance Standards:
Member Services is required to answer 80% of all calls within 30 seconds.

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 access the member's file and will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPPA) authorized to obtain information and make changes to 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 will determine the caller is asking about a Lien Recovery or Estate Recovery Issue (see Member Services Reference Manual, Revenue Collections procedure for a definition of Lien and Estate Recovery)

Step4: CSR will send the information to Revenue Collections (see Member Services Reference Manual, Revenue Collections procedure).

Forms/Reports:
None

RFP References:
Interfaces:

Attachments:

None