

Effective Date: 7/1/2019

Review Date: 6/25/2019

Revised Date:

## **North Sound Behavioral Health Administrative Services Organization, LLC**

Section 1500 – Clinical: Customer Service

Authorizing Source: HCA Contract

Approved by: Executive Director      Date:                      Signature:

### **POLICY # 1547.00**

### **SUBJECT: CUSTOMER SERVICE**

### **PURPOSE**

To describe and establish the standards for customer service provided by North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO).

### **POLICY**

Customer services will be provided by North Sound BH-ASO. It will be customer friendly, flexible, proactive and responsive to individuals, families and stakeholders. Active listening, acknowledgement of the caller's concerns and empathy are skills North Sound BH-ASO trains its staff to employ in the provision of customer service at all points of contact. The customer services will comply with standards required for telephone abandonment rate and telephone response time as delineated below in the procedure.

### **PROCEDURES**

1. North Sound BH-ASO provides a single toll-free number for Individuals to call regarding services at North Sound BH-ASO's expense. The Contractor shall provide adequate staff to provide customer service representation at a minimum from 8:00 a.m. to 5:00 p.m. Pacific Time, or alternative hours as agreed to by HCA, Monday through Friday, year-round and shall provide customer service on all dates recognized as work days for state employees. The toll-free customer service number will be separate from the North Sound BH-ASO regional crisis toll free number.
2. North Sound BH-ASO will provide individuals with access to qualified clinicians without placing the Individual on hold. The clinician shall assess the crisis and warm transfer the call to a Designated Crisis Responder (DCR), call 911, refer the Individual for services or to his or her provider, or resolve the crisis.
3. North Sound BH-ASO shall report to Health Care Authority (HCA) by December 1 of each year its scheduled holidays/non-business days for the upcoming calendar year. North Sound BH-ASO will notify HCA five (5) business days in advance of any non-scheduled closures during scheduled business days, except in the case when advance notification is not possible due to emergency conditions.
4. North Sound BH-ASO shall have adequate staff trained to respond to customer service calls and fill in/back up staff in the case of staff absences due to illness, vacation or other leaves.
5. North Sound BH-ASO will comply with the following performance standards:
  - a. Telephone abandonment rate - standard is less than five percent (5%)
  - b. Telephone response time - average speed of answer within thirty (30) seconds.

- c. Reports tracking compliance with the performance standards based on the requirements identified in #5 a & b above will be measured and compiled from data reports on at least a monthly basis.
  - d. Non-compliance with the requirements will be addressed in a corrective action plan (CAP) and monitored for performance improvement.
6. North Sound BH-ASO will staff its call center with a sufficient number of trained customer service representatives to answer the phones. Sufficiency will be determined by adherence to compliance with established call metrics. Staff shall be trained and able to access information to assist individuals regarding the eligibility requirements and benefits; General Fund State (GFS)/Federal Block Grant (FBG) services; referral for behavioral health services; and resolving Grievances and triaging Appeals.
7. North Sound BH-ASO will develop and maintain customer service policies and procedures that address the following:
  - a. Information on contracted services including where and how to access them;
  - b. Authorization requirements; and
  - c. Requirements for responding promptly to family members and supporting links to other service systems such as Medicaid services administered by the Apple Health - Integrated Managed Care (AH-IMC) Managed Care Organization (MCO), First Responders, criminal justice system, and social services.
8. The Contractor shall train customer service representatives on GFS/FBG policies and procedures.
9. North Sound BH-ASO will log all customer service calls. Call logs shall, at a minimum, track date of call, type of call and attempted resolution.

**ATTACHMENTS**

None