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North Sound Behavioral Health Administrative Services Organization, LLC

Section 1500 – Clinical: Customer Service

Authorizing Source: HCA Contract

Approved by: Executive Director Date: 02/16/2021

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 that is proactive and responsive to individuals, families, and stakeholders. Active listening, acknowledgement of the caller's concerns and empathy are skills North Sound BH-ASO employs in the delivery of customer service at all points of contact. Customer service performance will comply with standards as outlined below.

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. North Sound BH-ASO has 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 workdays 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 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.
3. 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.
4. North Sound BH-ASO will comply with the following performance standards:
 - a. Telephone abandonment rate - standard is five percent (5%) or less.
 - b. Telephone response time – performance standard is at least ninety percent (90%) of calls are answered within thirty (30) seconds.
 - c. Customer Service performance will be tracked and monitored 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.

5. 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.
6. 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.
7. 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.
8. North Sound BH-ASO will develop and maintain customer service 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, Tribal Governments, IHCP's and social services.
9. North Sound BH-ASO provides training to customer service representatives on GFS/FBG policies and procedures.
10. 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