

Effective Date: 11/21/2005  
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Review Date: 1/28/2008

## North Sound Mental Health Administration

Section 1500 – Clinical: Customer Service

Authorizing Source: Per Contract

Cancels:

See Also:

Providers must “comply with” this policy

Responsible Staff: Quality Manager

Approved by: Executive Director

Date: 2/5/2009

Signature:

### **POLICY #1547.00**

### **SUBJECT: CUSTOMER SERVICE**

### **PURPOSE**

To delineate the North Sound Mental Health Administration (NSMHA) standards for customer service by NSMHA staff and designees.

### **POLICY**

Customer service will be provided by NSMHA that is customer friendly, flexible, proactive and responsive to consumers, families and stakeholders. Active listening, acknowledgement of the caller’s concerns and empathy are skills that NSMHA encourages in the provision of customer service at all points of contact.

### **PROCEDURE**

Customer Service staff at NSMHA shall:

1. Answer customer service lines via both local and toll free numbers to respond to inquiries and complaints from 8:00 a.m. until 5:00 p.m. Monday through Friday, holidays excluded.
2. Respond to benefits, claims, other inquiries or complaints and assist consumers, family members and stakeholders in a manner that resolves the inquiry, including the ability to respond to those with limited English proficiency or the hearing impaired.
3. Log all calls and arrange for appropriate follow-up, including notifying the consumer of the resolution consistent with the requirements specified in the Prepaid Inpatient Health Plan (PIHP) and the State Mental Health contracts.
4. NSMHA shall train customer service staff to distinguish between a complaint, Third Party Insurance issue, Appeals and Grievances, information requests and how to triage these to the appropriate party. Call logs shall at a minimum track date of call, type of call and resolution.

Customer Service staff at Volunteers of America (VOA):

1. Answer customer service lines via local and toll free numbers to respond to inquiries and complaints from 8:00 a.m. until 5:00 p.m. Monday through Friday, holidays excluded.
2. Answer calls within 5 rings, with an average answer speed of 30 seconds and a call abandonment rate of less than 3 percent.
3. Respond to benefits, claims, other inquiries or complaints and assist consumers, family members and stakeholders in a manner that resolves the inquiry, including the ability to respond to those with limited English proficiency or the hearing impaired.
4. Log all calls and arrange for appropriate follow-up, including notifying the consumer of the resolution consistent with the requirements specified in the PIHP and State Mental Health contracts.

Customer Service staff at NSMHA-contracted Community Mental Health Agencies (CMHAs):

1. Answer customer service lines via a toll free number. A local telephone number may also be provided for those consumers within the local calling area.
2. Respond to inquiries in a manner that resolves the inquiry, including the ability to respond to those with limited English proficiency or the hearing impaired.

**ATTACHMENTS**

None