



## SALISH BH-ASO POLICIES AND PROCEDURES

**Policy Name:** CUSTOMER SERVICE

**Policy Number:** AD105

**Effective Date:** 1/1/2020

**Revision Dates:** 1/20/21

**Reviewed Date:** 4/16/2019

**Executive Board Approval Dates:** 5/17/2019; 11/1/2019; 7/30/2021

### PURPOSE

To describe and establish standards for customer service provided by Salish Behavioral Health Administrative Services Organization (SBH-ASO).

### POLICY

SBH-ASO strives to provide excellent customer service and is committed to consistent, friendly, proactive, and responsive interaction with individuals, families, and stakeholders. Staff members provide friendly, efficient, and accurate services to all individuals, families, and stakeholders.

### PROCEDURE

1. Customer Service:
  - A. The SBH-ASO provides a single toll-free number for Individuals to call regarding services, at its expense, which is a separate and distinct number from the SBH-ASO's Toll-Free Crisis Line telephone number. SBH-ASO also provides a local telephone number within the local calling range for customer service issues..
  - B. The SBH-ASO provides 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.
    - SBH-ASO shall report to HCA by December 1 of each year its scheduled non-business days for the upcoming calendar year.
    - SBH-ASO will notify HCA five (5) business days in advance of any non-scheduled closure during scheduled business days, except in the

case when advance notification is not possible due to emergency conditions.

- C. SBH-ASO assures that interpreter services are provided for Individuals with a preferred language other than English, free of charge. This includes the provision of interpreters for Individuals who are deaf or hearing impaired, including American Sign Language (ASL), and TDD/TTY services.
  - D. SBH-ASO respectfully responds to individuals, family members, and stakeholders in a manner that resolves their inquiry politely, promptly, and with helpful attention.
2. SBH-ASO staffs its customer service line with a sufficient number of trained clinical customer service representatives to answer the phones
- A. SBH-ASO Staff are available at least eight hours a day during normal business hours for inbound calls regarding Utilization Management (UM) issues.
    - i. Staff are identified by name, role, and organization name when initiating or returning calls including those regarding UM issues.
    - ii. Staff has access to Interpreter and TDD/TTY services to assist with callers who need them.
  - B. Staff have the ability to receive inbound communication regarding UM after normal business hours.
    - iii. .
3. SBH-ASO customer service staff have access to and are trained in the following:
- A. Access to information regarding eligibility requirements and benefits;
  - B. Information on GFS/FBG services;
  - C. How to refer for behavioral health services;
  - D. How to resolve Grievances and triage Appeals.
  - E. Information on Contracted Services including where and how to access them;
  - F. Authorization requirements;

- G. Requirements for responding promptly to family members and supporting links to other service systems such as Medicaid services administered by the MCO, First Responders, criminal justice system, and social services.
- 4. SBH-ASO provides individuals with access to qualified clinicians without placing the Individual on hold.
- 5. SBHASO customer service clinicians shall assess any crisis and warm transfer the call to the Salish Regional Crisis Line for referral to Designated Crisis Responder (DCR), call 911, refer the Individual for services or to his or her provider, or resolve the request or crisis, based on identified need.
- 6. All calls (incoming/outgoing/VM) are documented in the SBH-ASO Call Log. The SBHASO Call Log documentation includes, at a minimum the initial call information (including the caller's name and contact information) reason for of call, and date of attempted resolution. Call Log reports may be provided to the Health Care Authority for review upon request.
- 7. SBH-ASO phone system provides data on time to answer the call with a live voice and abandoned calls.

## **MONITORING**

SBH-ASO Leadership Team shall review Customer Service logs quarterly to ensure:

- 1. At least 90% of customer service calls are being answered with a live voice during open hours within 30 seconds,
- 2. Customer services calls have an abandonment rate of 5% or less.
- 3. Any performance found to be below contract standards will be brought to the Internal Quality Committee (IQC) and Quality Assurance and Compliance Committee (QACC) for Corrective Action recommendations to the SBH-ASO Leadership Team..
- 4. Any corrective actions required will be determined and monitored by SBH-ASO Leadership Team. Corrective actions may be process and/or staff related.

Monitoring of internal customer service line will be achieved by monitoring of monthly reports and call samples by the SBHASO Clinical Director.