

Chapter Title	Section #		Subject #
Recipient Rights	RR		101.3
Subject Title <b>Establishment of Customer Relations and Customer Services Representatives</b>	Adopted 9/26/96	Revised 05/25/05	Reviewed 5/25/05; 2/24/10; 1/4/17

## PROCEDURE

### Application

This procedure shall apply to The Right Door for Hope, Recovery, and Wellness and all services operated by or under contract with it. This procedure shall serve as a guide to assure compliance with Board policy regarding Recipient Rights.

### 1.0 Purpose

To ensure that Customer Services provides timely, accurate, linguistically understandable, and culturally competent services to consumers of The Right Door for Hope, Recovery, and Wellness.

### 2.0 Procedures

#### 2.1 Characteristics of good customer service:

##### 2.1.1 Customers will be served in a responsible manner:

- 2.1.1.1 Promptly
- 2.1.1.2 Correctly in accordance with laws, rules, and policies
- 2.1.1.3 Carefully by considering all relevant facts and factors in the decision making process.

##### 2.1.2 Customers will be served in a reasonable manner:

- 2.1.2.1 With respect
- 2.1.2.2 With empathy, listening, and understanding of their needs and concerns.
- 2.1.2.3 By simplifying any procedures, forms, etc.
- 2.1.2.4 Providing clear and concise information within the scope of the position.
- 2.1.2.5 Referring customers to others as appropriate.

##### 2.1.3 Customers will be served in a fair manner:

- 2.1.3.1 Customers in similar circumstances will be treated in a like manner.
- 2.1.3.2 Customers will be given reasons for decisions and possible results of those decisions.
- 2.1.3.3 Customers will be informed about the progress of their concerns.

##### 2.1.4 Customers will be served in an impartial manner:

- 2.1.4.1 Making decisions based on relevant laws, rules, and policies.

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2.1.4.2 Without bias and with cultural sensitivity, regardless of age, sex, physical appearance, ethnic origin, culture, language, religion, sexual orientation, social status, affiliations, or prejudice.

2.1.5 Customers will be served in a positive manner:

- 2.1.5.1 Remaining calm and positive in interactions.
- 2.1.5.2 Admitting and correcting mistakes and offering apologies when appropriate.
- 2.1.5.3 Offering assistance when the customer is not clear about proper procedures, or services available.
- 2.1.5.4 Taking complaints as an opportunity to improve services.
- 2.1.5.5 Striving for continuous improvements to customer services.

2.2 Responsibilities of Customer Service:

- 2.2.1 Orient new consumers and their families to the services and benefits available.
- 2.2.2 Orient new consumers on how and where to access needed services.
- 2.2.3 Assist consumers and their families with problems and questions regarding benefits.
- 2.2.4 Complete Customer Service contact logs correctly and on time.
- 2.2.5 Assist consumers and their families in filing grievances and appeals.
- 2.2.6 Handle and document all grievances and appeals rapidly and completely, following The Right Door for Hope, Recovery, and Wellness policies and procedures.
- 2.2.7 Log, track and store all voice, electronic, and paper communications.
- 2.2.8 Assure that cultural language needs are met when interacting with consumers.
- 2.2.9 Accommodate for consumers with physical disabilities, hearing and vision impairments, limited-English proficiency, and alternative forms of communications.
- 2.2.10 Be easily accessible by phone during regular business hours.
- 2.2.11 Know how to access information concerning benefits, network providers, network policies and procedures, access to services, authorizations, grievance/appeals process, and transportation for those members that are eligible.
- 2.2.12 Assist with obtaining advocates as necessary.

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2.2.13 Distribute and tract The Right Door for Hope, Recovery, and Wellness marketing and educational materials.

2.2.14 Complete in a timely manner customer services reports.

2.2.15 Conduct the mystery shopper program and report data and outcomes to the PIHP and the Affiliation Consumer Advisory Council, as required.

### 2.3 Required reporting of Customer Service Activities:

2.3.1 Provide quarterly reports of Grievances and Appeals to the PIHP.

2.3.2 Provide quarterly reports identifying patterns of problem areas for the PIHP.

### 2.4 Training for Customer Service Representatives:

2.4.1 The Right Door for Hope, Recovery, and Wellness customer service system, expectations, and requirements.

2.4.2 Covered Services.

2.4.3 The Provider Network.

2.4.4 Rapid access to services.

2.4.5 Problem solving techniques.

2.4.6 How to determine if issues are a: grievance, appeal, or customer right issue.

2.4.7 Grievance and Appeals Policy and Process.

2.4.8 Documenting Grievances and Appeals in PIHP database.

2.4.9 Documenting requests for Out of Network Care.

2.4.10 Documenting and forwarding the PIHP, all service or process improvement suggestions from members.

2.4.11 How to rapidly and effectively provider culturally sensitive services, including how to access services for people with limited English proficiency, as well as physical disabilities, hearings, and visual impairments.

2.4.12 How to rapidly and effectively access personal advocates.

2.4.13 Distribution and tracking of The Right Door for Hope, Recovery, and Wellness marketing and community education materials.

2.4.14 How to access The Right Door for Hope, Recovery and Wellness informational materials in alternative formats.

2.4.15 How to access transportation for eligible members.

2.4.16 Other social services in the community.

2.4.17 Informing participants of health/wellness and preventions opportunities within The Right Door for Hope, Recovery, and Wellness.

2.4.18 Notifying members of changes to the provider network.

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Robert S. Lathers, Chief Executive Officer	Date		