# Elevate Your Customer Service!

[How Can You Elevate Your Members Customer Service Experience?](#_Toc192491021)

[Related Documents](#_Toc192491022)

**Description:** Guidance about providing **great service** through a positive approach to questions and use of a transition statement back to the Consultative Call Flow (CCF).

|  |
| --- |
| How Can You Elevate Your Members Customer Service Experience? |

This job aid covers three important aspects that provide members with **Great** **Service** by displaying ownership, confidence, and positivity!

* Be prepared for the call! All calls must be answered and acknowledged **immediately** to avoid silence.
* Eliminate carry over work from the previous call by completing documentation during the call whenever possible.
* Sometimes callers interrupt and ask unexpected questions at the beginning of the call, respond positively, and acknowledge that you are ready and willing to help - “Yes I can.”

**Immediate answer**

* Be timely in your greeting by answering immediately.
* A delayed greeting (**Example:** Call silence) can result in a poor member experience and negatively sets the tone for your call. This can cause your member unnecessary frustration as well as lead to disconnects.
* Start your member’s experience out right by providing a prompt greeting that is friendly and upbeat!

**No carryover**

* Finish your documentation during each call so that you are available to greet your next caller immediately.
* Never tell your caller that you are finishing notes on a previous call. Doing so may make your caller feel that you are not prepared to assist them.
* Having another member’s account up when you begin a new call increases the potential for Class 1 errors by starting a call within the wrong member’s account.

**Yes, I can help you with…**

* Sometimes your call flow may not go as planned, and upon greeting the member may ask a question before you can begin authentication or open their account.
* Regardless of their question or the timing, ALWAYS accept the call with a positive willingness to help statement and transition statement.
* Do not hedge or explain why you are not the right person.
* You **can** help, whether completely or by helping to get them to the right place.

Probe for understanding to determine if a transfer or re-direct is needed.

 **Note:** If a transfer is needed, assure the caller by validating their phone number so you can call them back if they are disconnected.

* Ensure your member’s positive experience by taking the following actions:
  +  Refer to [Compass - Basic Call Handling - Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)
* Demonstrate CONFIDENCE by acknowledging and responding to questions with “Yes I can.”
* Follow up with a POSITIVE transition statement to re-direct your call back to the CCF.   
  **Tip:** Avoid using words like “however” or “but” as they can be perceived as negative.

Leverage positive framing and avoid negative references when responding to questions:

|  |  |
| --- | --- |
| **Try this…** | **Instead of this…** |
| Yes, I can help you with…. Please allow me to gather some information to better help… | I can see if I can help you, but first I need to open your account… |
| Yes, I can help you with…. To better do that could you please provide me with… | If I cannot help you then I can see who can, but I need to first confirm I have the correct information… |
| Yes, I can help you with…. Please verify… | I am not trained to manage your account; however, let me see where I should transfer you to… |

**Yes, I Can Examples:**

|  |  |  |
| --- | --- | --- |
| **#** | **With Confidence**  **Checkmark** | **Lack of Confidence!**  No sign |
| **1** | **CCR:** Thank you for calling. My name is <your name>. Who am I speaking with?  **Member:** I would like to know if you can fill my medication.  **CCR:** Yes, I can help you with…  What can I help you with today? | **CCR:** Thank you for calling. My name is \_\_\_\_\_\_. Who am I speaking with today?  **Member:** I would like to know if you can fill my medication.  **CCR:** Ok. What medication are you calling about? |
| **2** | **Member:** I have talked with several people, are you the right person to help me?  **CCR:**  Yes, I can help you with…. I am sorry you had that experience. To better help you please provide me with…  **Note:** Even if you are unsure if you are the correct person to assist you should always respond with a confident positive response. You can better understand the ask once you have accepted the call and re-directed your caller back to the CCF. | **Member:**  I have talked with several people, are you the right person to help me?  **CCR:**  I can try to assist. |
| **3** | **CCR:** Who am I speaking with?  **Member:** My name is <…>, I am concerned that you are not going to be covering the medications for my upcoming medical procedure. Can you help me?  **CCR:**  Yes, I can help you with <…> and I understand your concern. I would be happy to look into that for you, please provide me with…  **Note:** You are unable to determine coverage before accessing the members account.  Upon probing for understanding You may find that the member has medications pre and/or post-surgery where coverage can be discussed.  Reassure the member you are here to help in what must be a difficult and stressful time! | **CCR:** Who am I speaking with today?  **Member:** My name is < … >, I am concerned that you are not going to be covering my upcoming surgery. Can you help me?  **CCR:** This is your prescription plan; you should call your medical and hospital coverage. |
| **4** | **Member:** I am calling to see if you can answer questions about <insert plan name>.  **CCR:**  Yes, I can help you with <…>. To better help please provide <…>.  **Note:** You may be unsure of the questions or the plan, or initially believe that you may need to transfer the call. Regardless, the expectation is that you answer the question with a positive response and then re-direct back to CCF for better understanding. | **Member:** I am calling to see if you can answer questions about <insert plan name>.  **CCR:** I would first need to pull up your account. |

[Top of the Document](#_top)

|  |
| --- |
| Related Documents |

* [Universal Care - Caller Authentication (004568)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bcb8da72-5501-4631-b9fd-fe675bc4a1fd)
* [Universal Care - Consultative Call Flow (CCF) Process (095822)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c954b131-7884-494c-b4bb-dfc12fdc846f)
*  [Compass - Basic Call Handling - Opening the Call, Call Hold, Warm and Cold Transfer (066076)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=18c64566-0ebb-4760-96fe-04da06185de0)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**