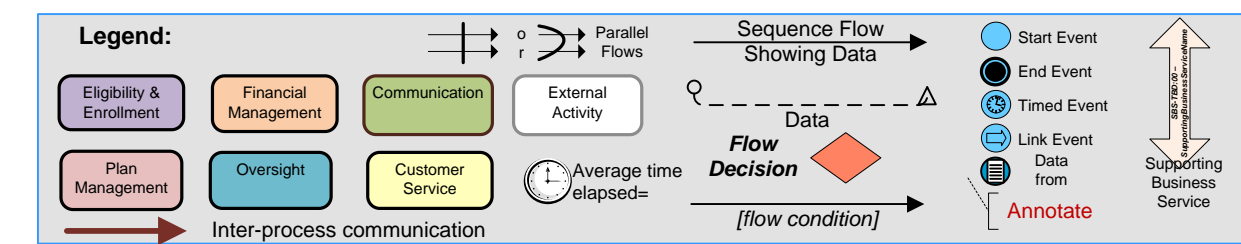
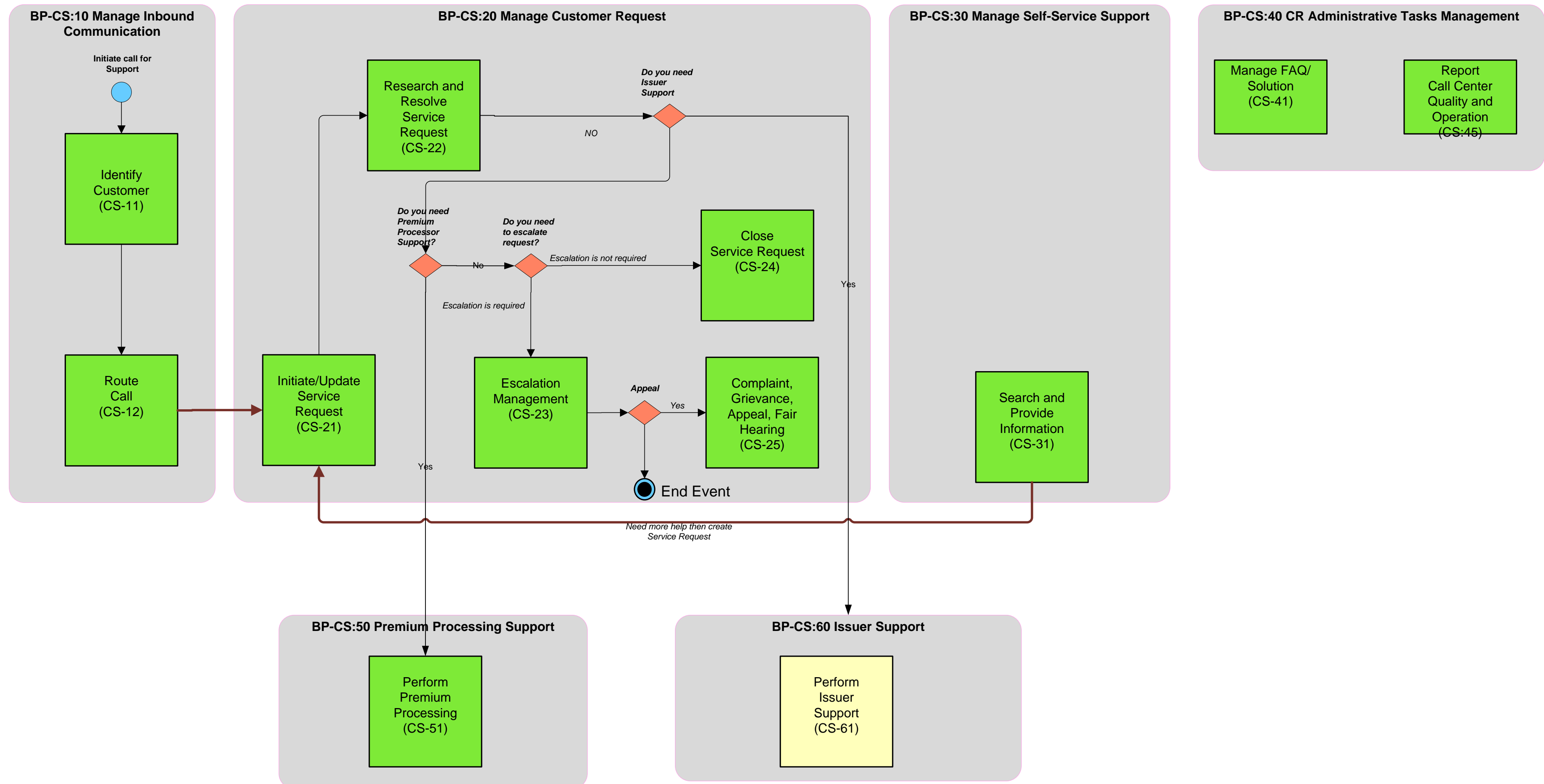


These processes supports overall management of call center and service request management. It also provides various reports to ensure call center quality.



These processes supports overall management of call center and service request management. It also provides various reports to ensure call center quality.



CS:11-Identify Customer

Synopsis

This process flow is performed to collect information from an individual necessary to route the call according to the service required. IVR matching of customer credentials will streamline the customer support experience for the caller. When customer id is matched the CSR will be presented with relevant call log/case details from the HBE system.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

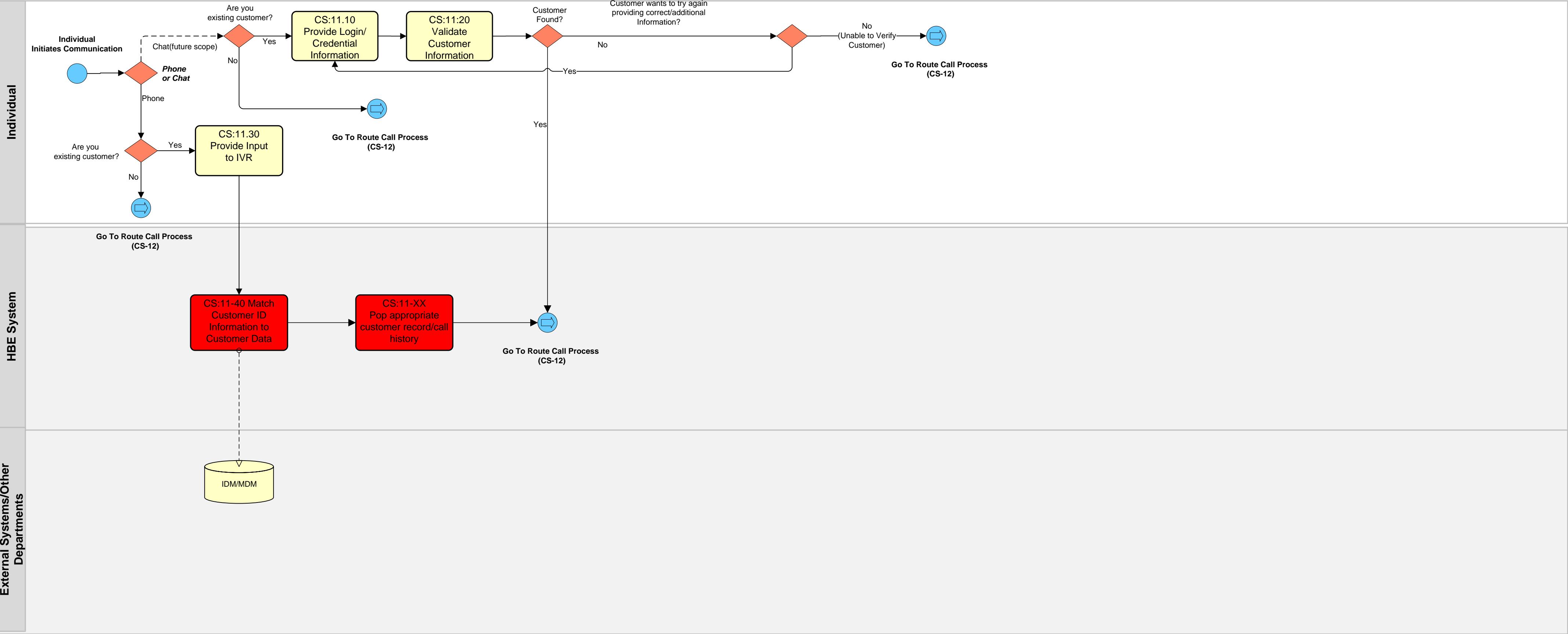
Data from

Annotate

Parallel Flows

Average time elapsed=

Supporting Business Service



CS:12 – Route Call

Synopsis

This process flow is performed to route calls to an appropriate service agent. Routing is based on selection in previous process. If you are not an existing customer then routing process will log an anonymous call activity and route to next available agent.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

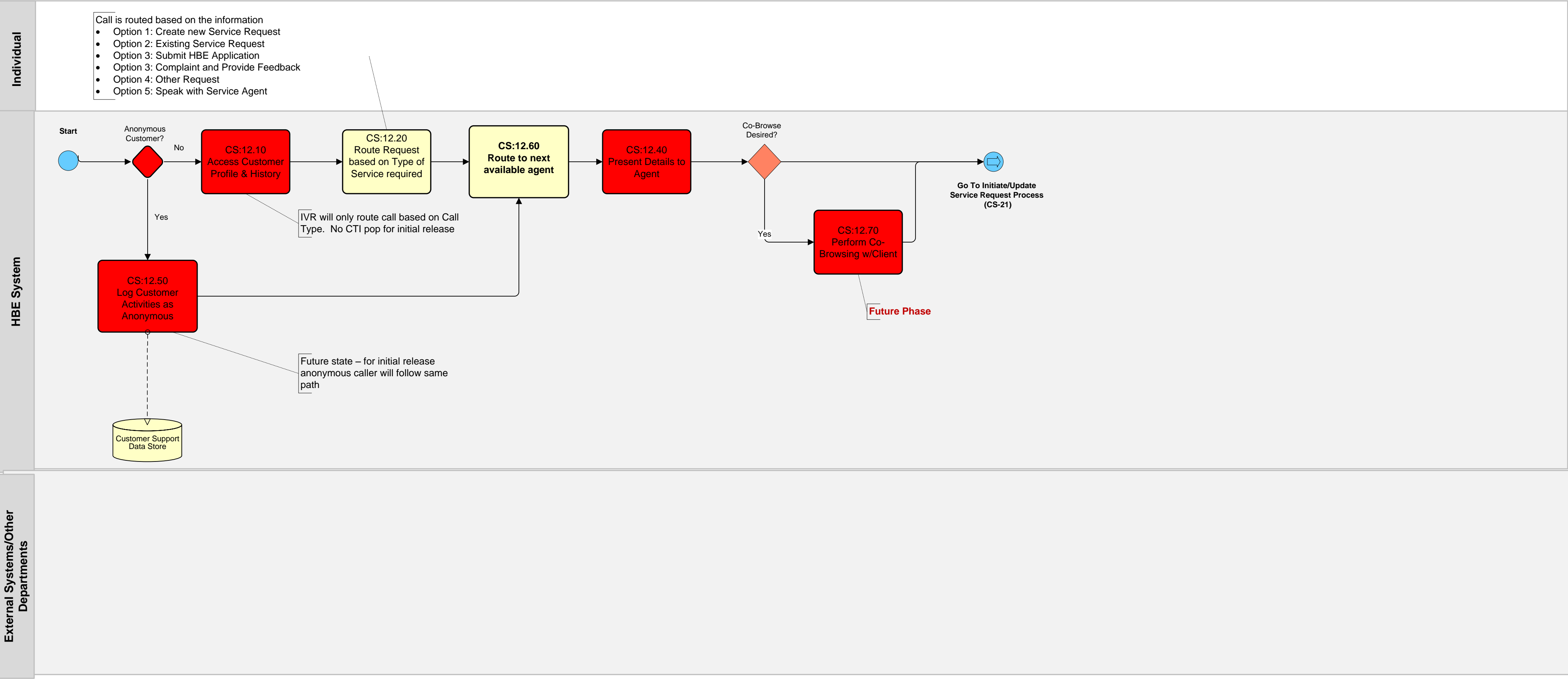
Data from

Annotate

Parallel Flows

Average time elapsed=

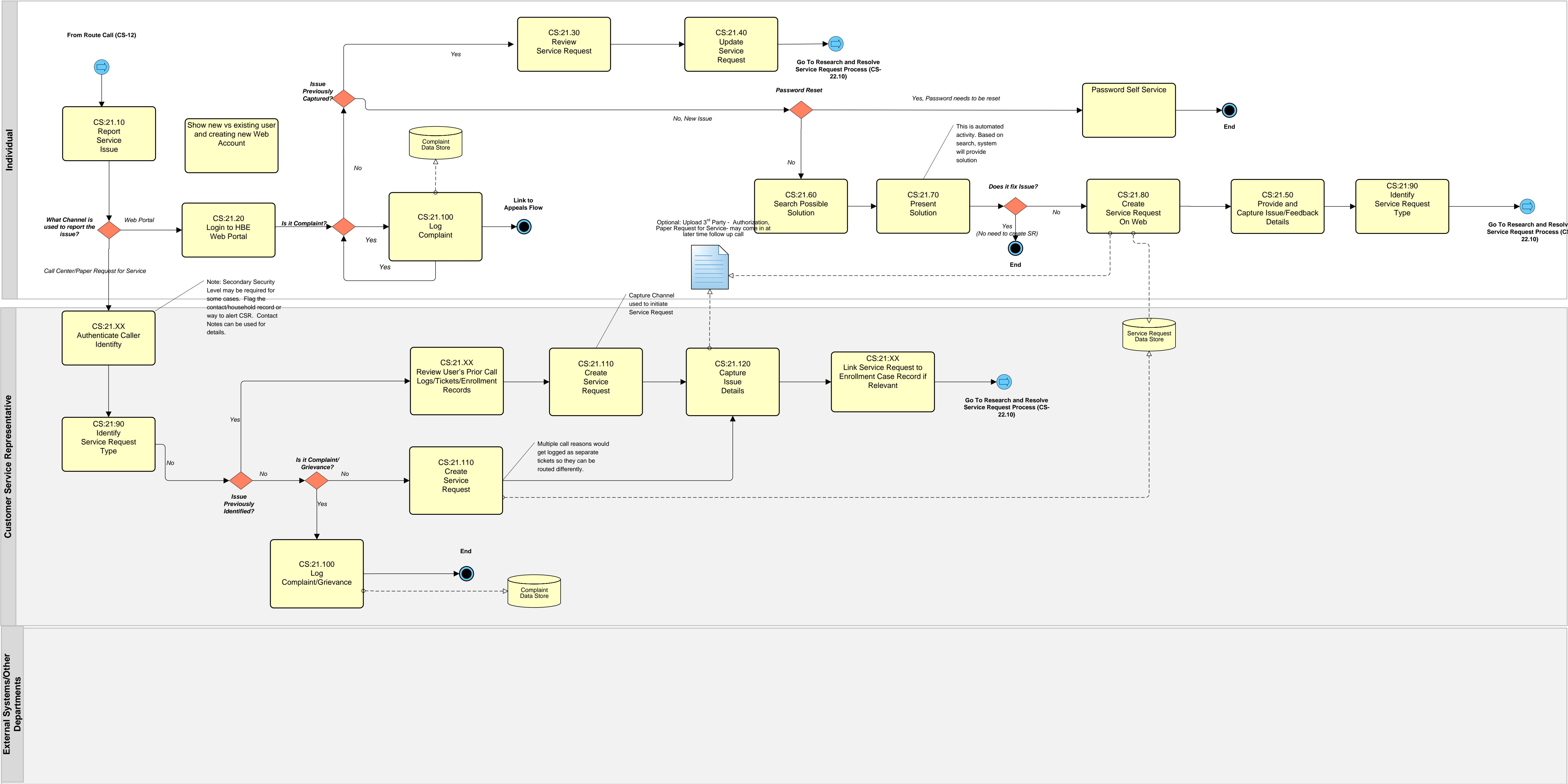
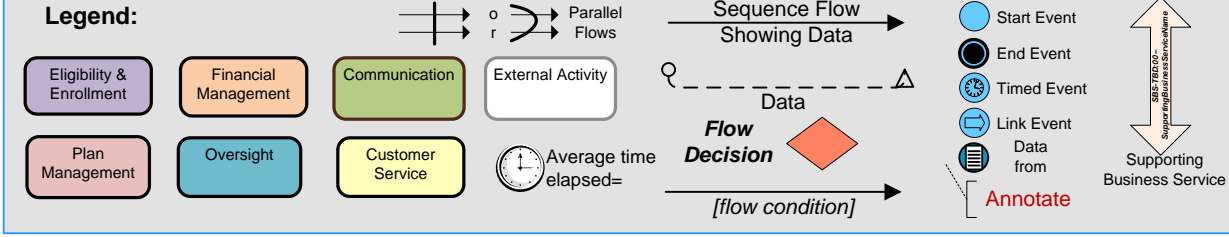
Supporting Business Service



CS:21 Initiate/Update Service Request

Synopsis

This process flow is performed to initiate or update a service request or ticket by an HBE user. This can be performed directly through the VHC portal or by calling into the customer assistance center.



CS:22 Research and Resolve Service request

Synopsis

This process flow is performed to research and resolve a service request. The CSR/ Case Worker evaluates the content of the service request and takes action to resolve the issue for the customer. If a satisfactory resolution to the issue/request can not be achieved the Service Request is escalated to the appropriate resolver group.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

Data from

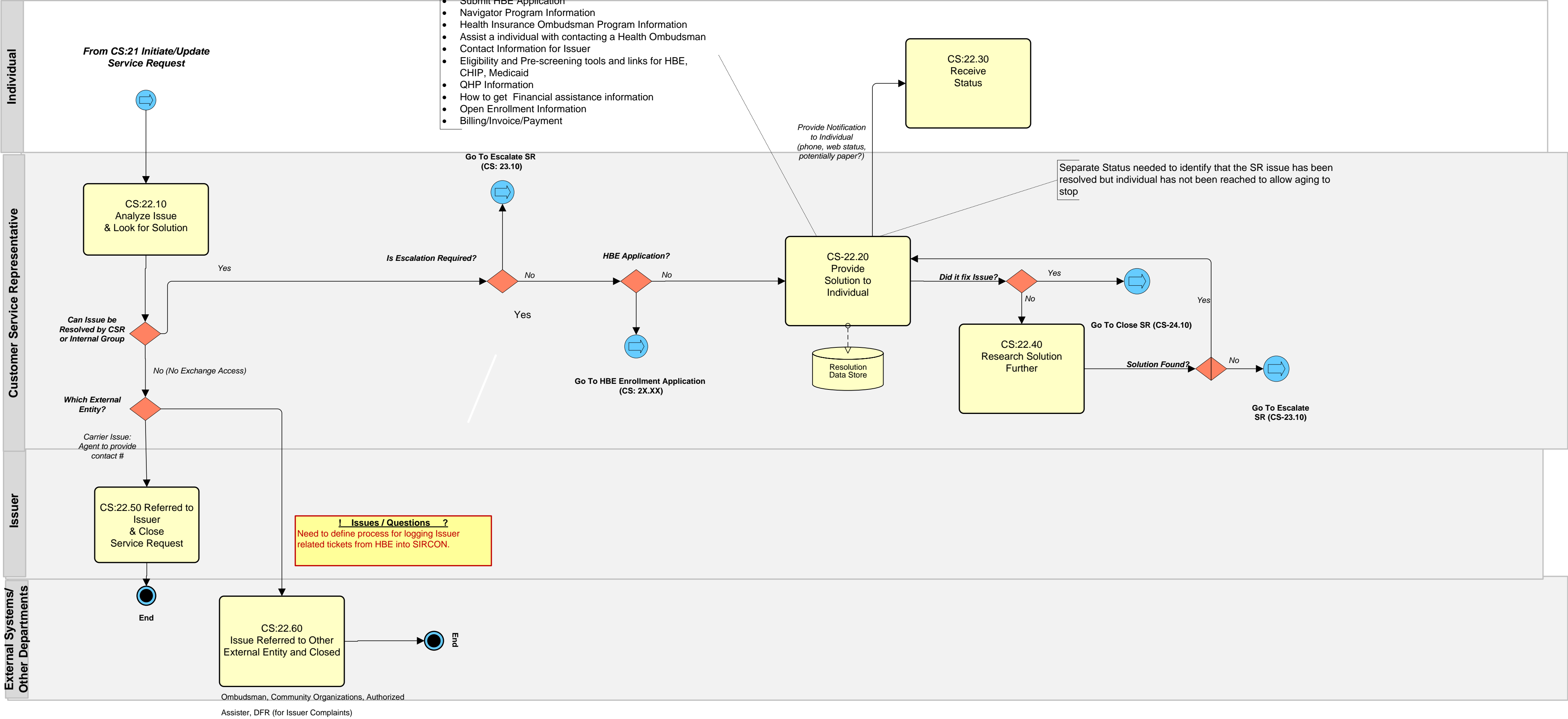
Annotate

Parallel Flows

or

Average time elapsed=

Supporting Business Service



Synopsis

This process flow covers the escalation of a Service Request. Escalated service requests can be routed within the call center or among various SoV resolver groups. The desired functionality is to be able to escalate to a group rather than be forced to select a specific owner within the group.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

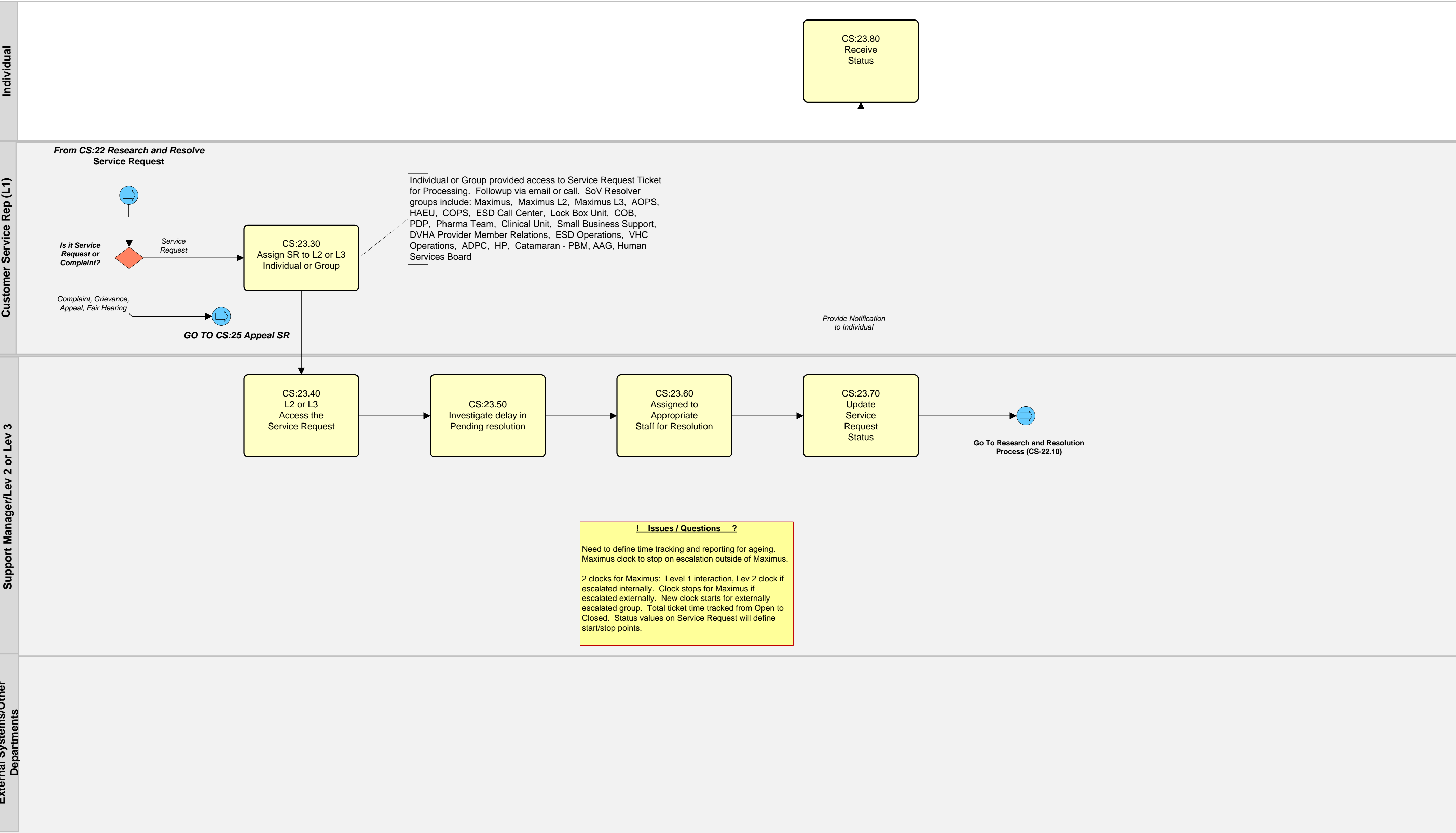
Timed Event

Link Event

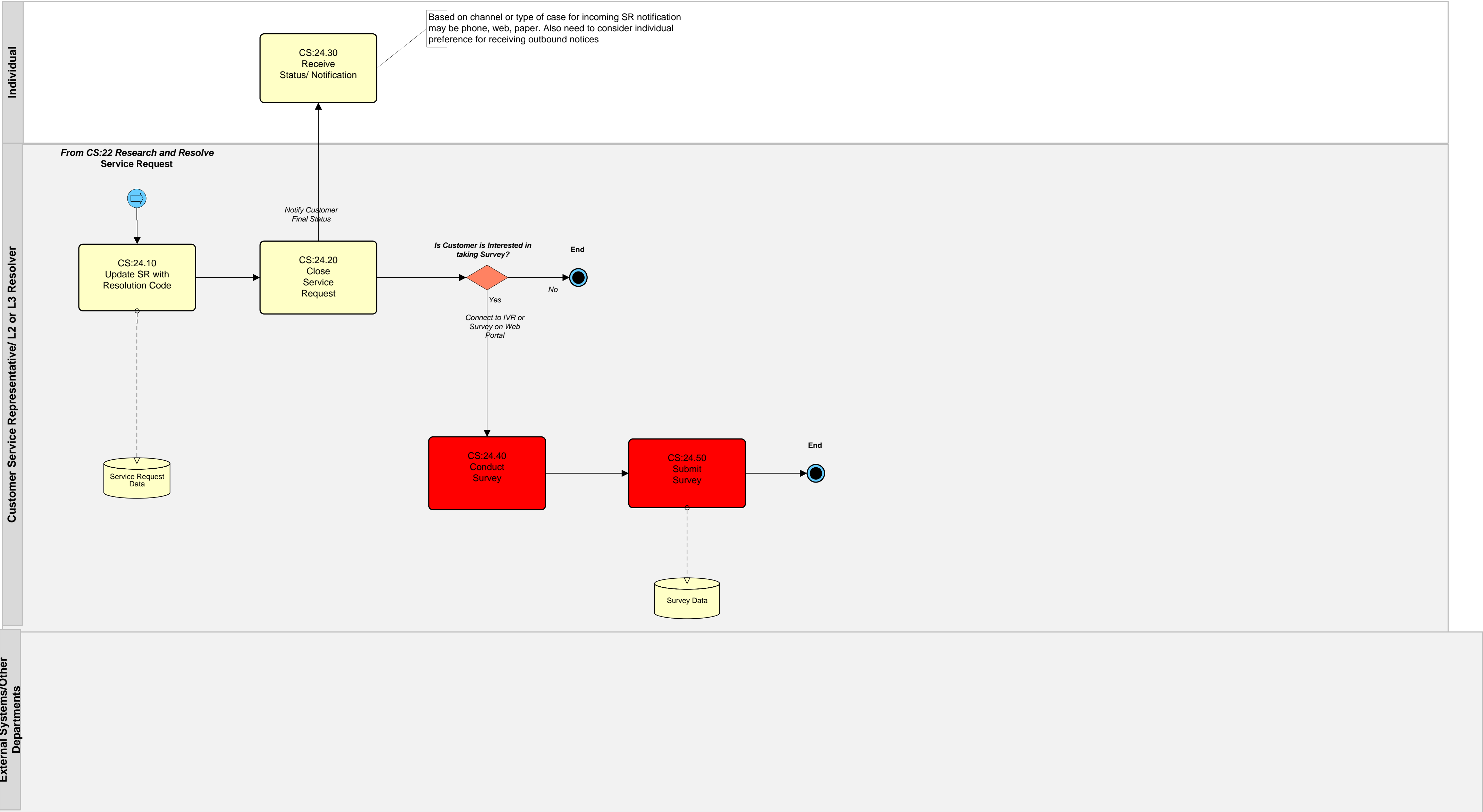
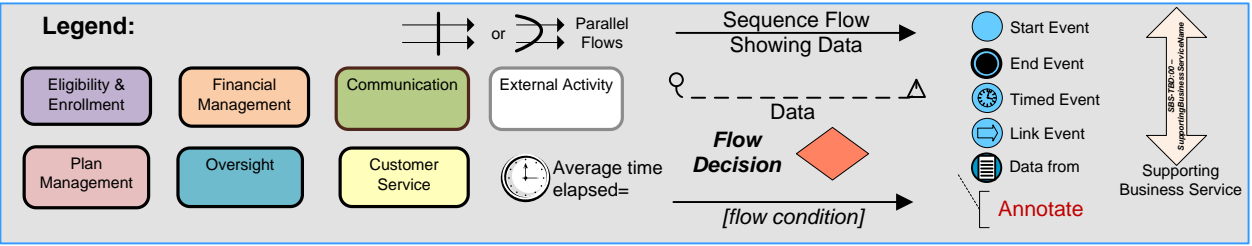
Data from

Annotate

Supporting Business Service



Synopsis
Prior to closing a Service Request ticket the Resolution Code should be specified. Once the SR is updated and closed the customer receives notification through their preferred channel of communication.



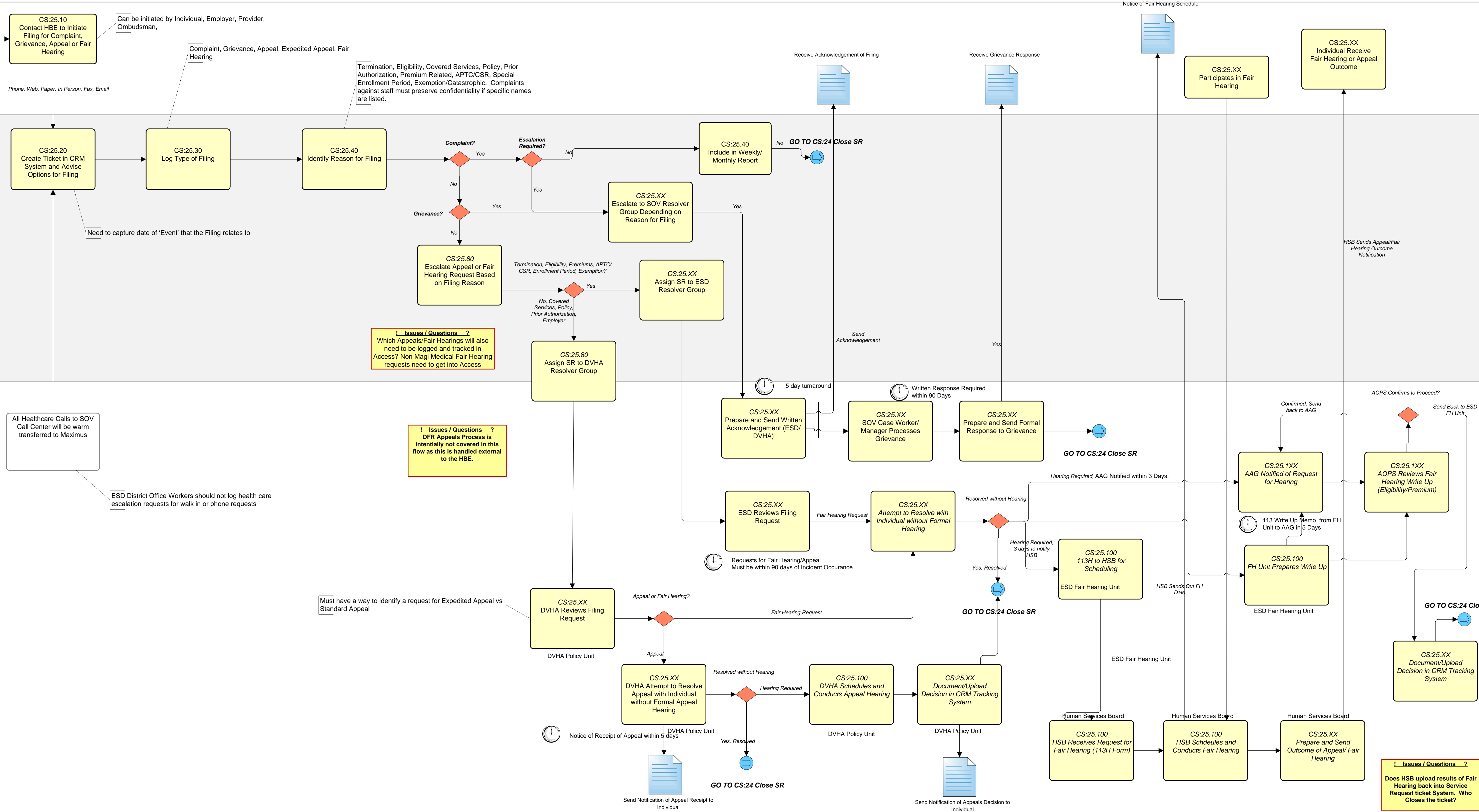
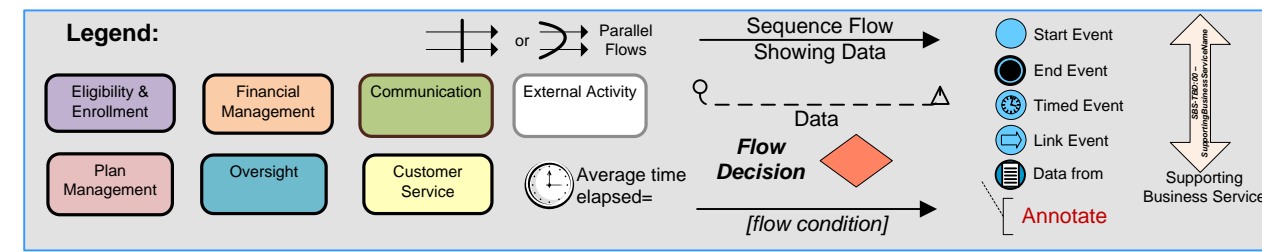
CS:2X Initiate Appeals Process

Individual/Small Business

Customer Service Rep/Case Worker

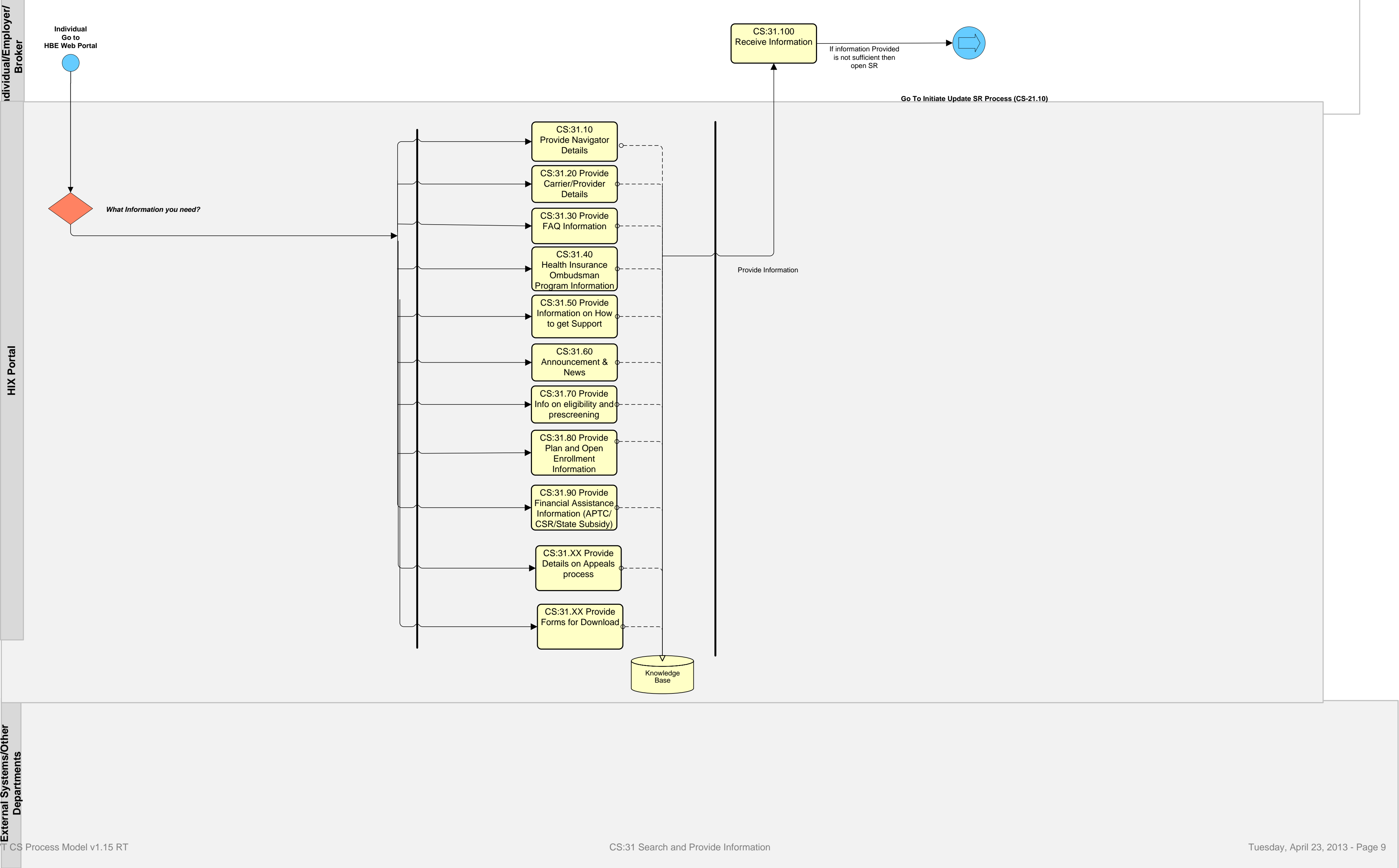
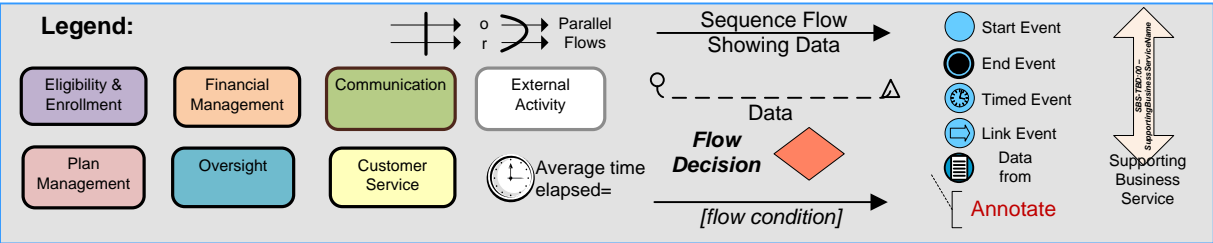
External Systems/Other Departments

The appeals process is in place to review a decision regarding eligibility or cost-sharing determinations made by the Exchange, or delay in providing, arranging for, or approving eligibility or enrollment in a QHP (such that a delay would adversely affect the health of the enrollee). The appeal must follow specific steps, which must be clearly identified to the applicant or enrollee in the determination notice provided by the Exchange. Appeals will adhere to the MCE Appeals process.



CS:31- Search Information on Self Service Portal

Synopsis
This process flow is shows overall self service functionality of the web site, where individual can navigate to the VHC portal as a anonymous user and then browse information/solution. If the customer can not find the relevant information through self service they can log a request for service in BP-CS:21.



CS: 41- Manage FAQ/ Solutions

Synopsis

This process flow consists of Admin tasks to load and publish FAQs/ Solutions

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

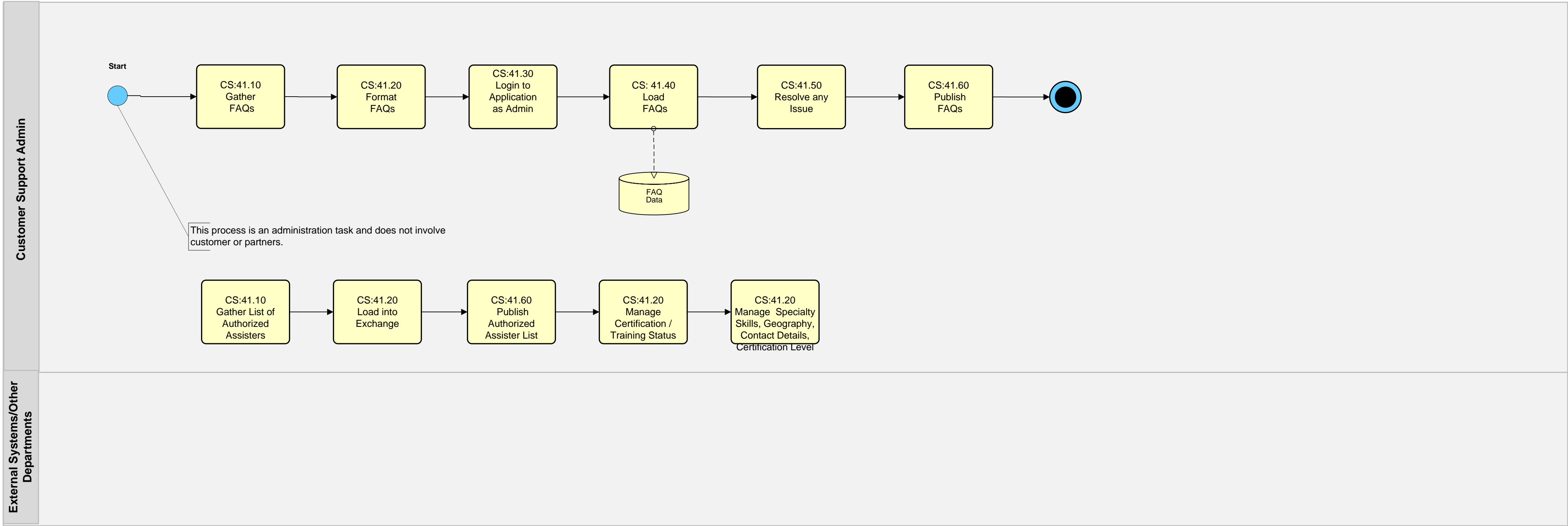
Data from

Annotate

Parallel Flows

Average time elapsed=

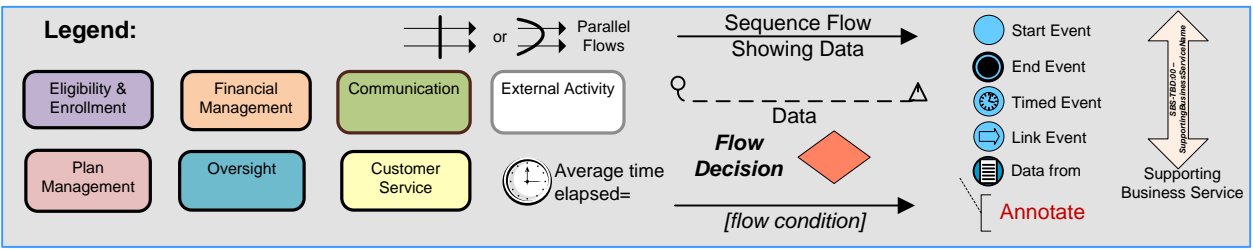
Supporting Business Service



External Systems/Other
Departments

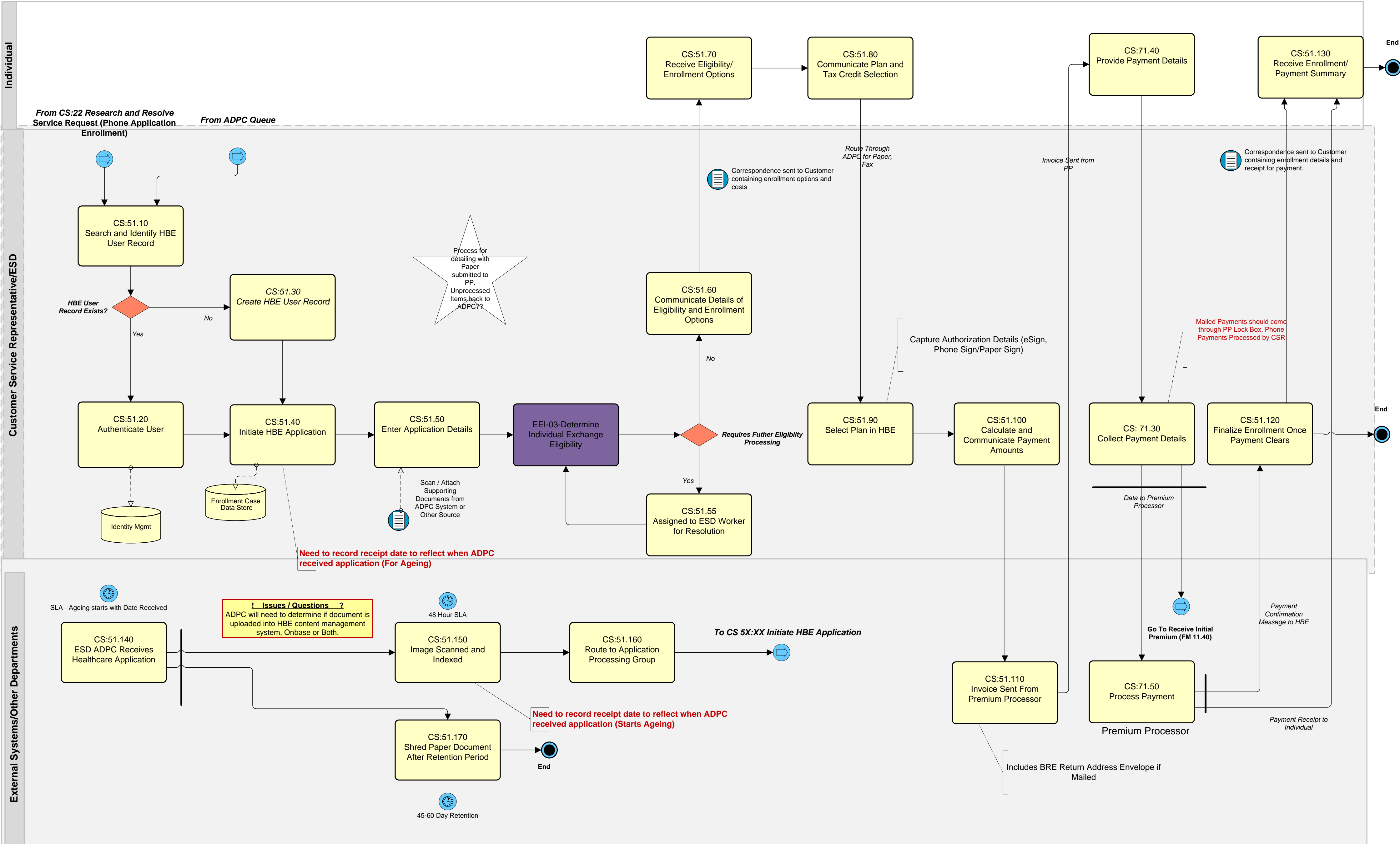
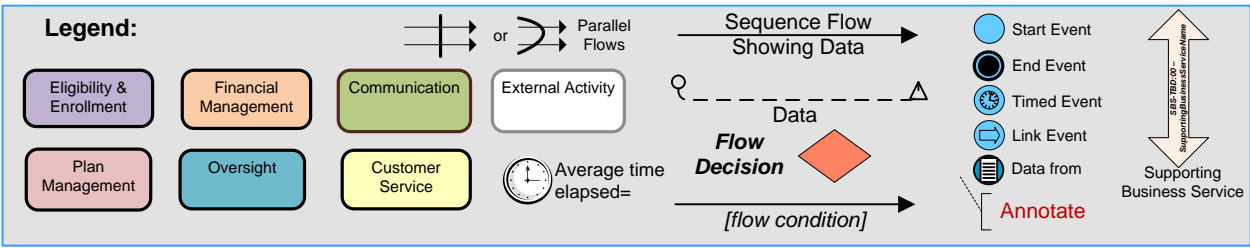
Vermont HBE Blueprint Process Model
CS:40 Administrative Tasks Management
CS: 42- Call Center Quality & Operations

Synopsis
This process flow is performed to generate and distribute reports/ surveys/ metrics from the call center application. The main actor is the customer support admin who has access to the reporting capabilities within the call center.



Vermont HBE Blueprint Process Model
Customer Support Business Area
CS:50 – HBE Application Processing

Synopsis
The HBE Application Processing Flow covers the scenario where a CSR/Case Worker is processing either a paper or phone based application. The CSR/Case Worker enters the application details into the online portal and obtains an eligibility determination. The results of the determination and enrollment options are then provided to the Customer to complete enrollment.



***Vermont HBE Blueprint Process Model
Customer Support Business Area
CS:20 - Manage Customer Request***

CS:24 Premium Related Customer Support

Synopsis

This process flow covers the scenario of customer support inquiries relating to Premium Payments and Invoices. The customer support representative would have access to information regarding invoices sent to individuals/households as well as payments processed. Additionally the CSR would have the ability to process payments over the phone.

