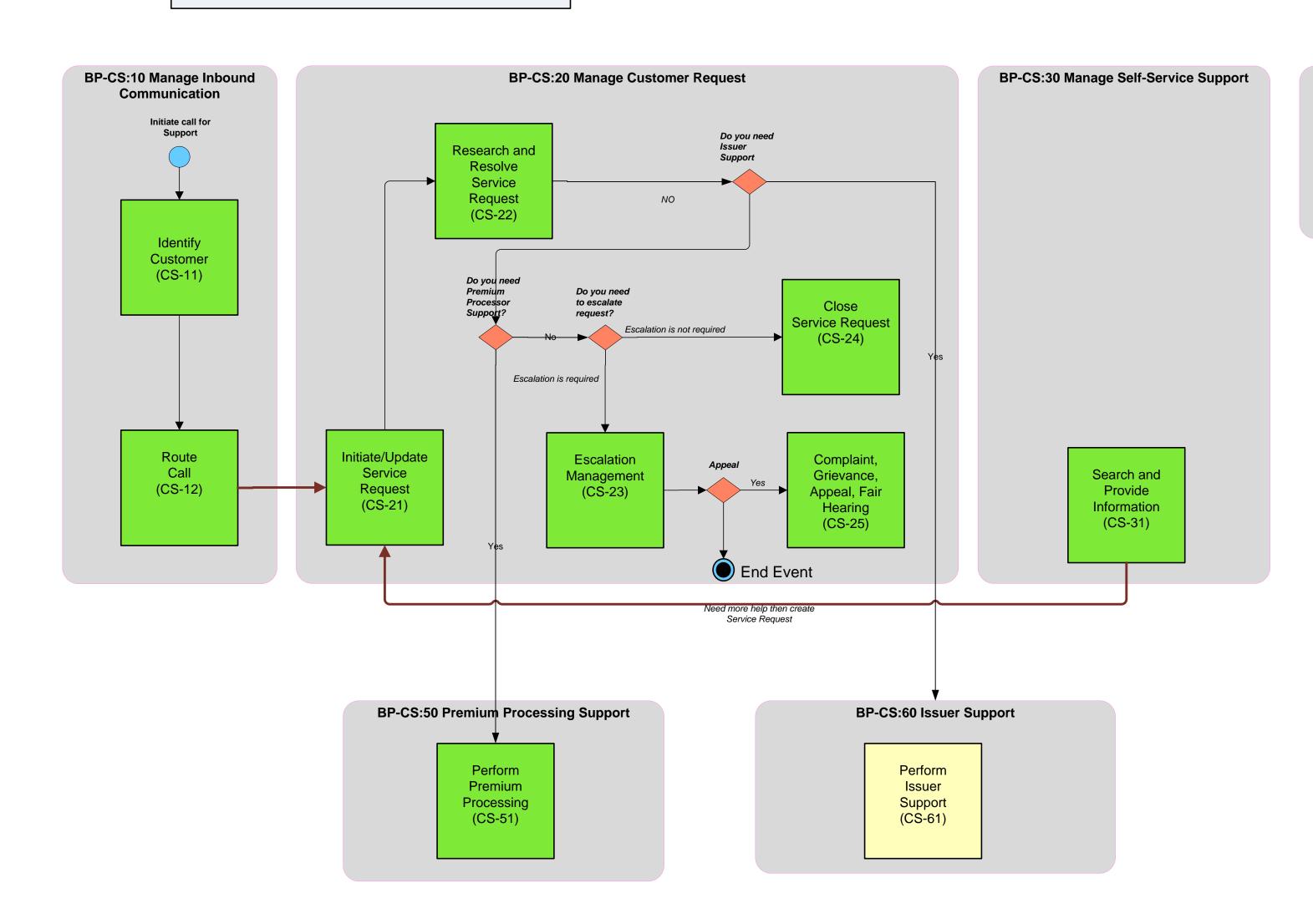
These processes supports overall management of call center and service request management. It also provides various reports to ensure call center quality.

Legend: Sequence Flow Showing Data Financial Management Activity Average time Plan Management Oversight Customer Service Average time Plan Management Average time Plan Management Inter-process communication Inter-process communication Inter-process communication Inter-process communication Sequence Flow Showing Data Flow Data Flow Decision Inter-process communication Inter-process communication Inter-process communication Flow Data Flow Decision Inter-process communication Inter-process communication Inter-process communication

Customer Support – Call Center

Customer Support Process

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



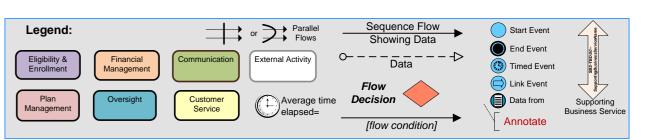
BP-CS:40 CR Administrative Tasks Management

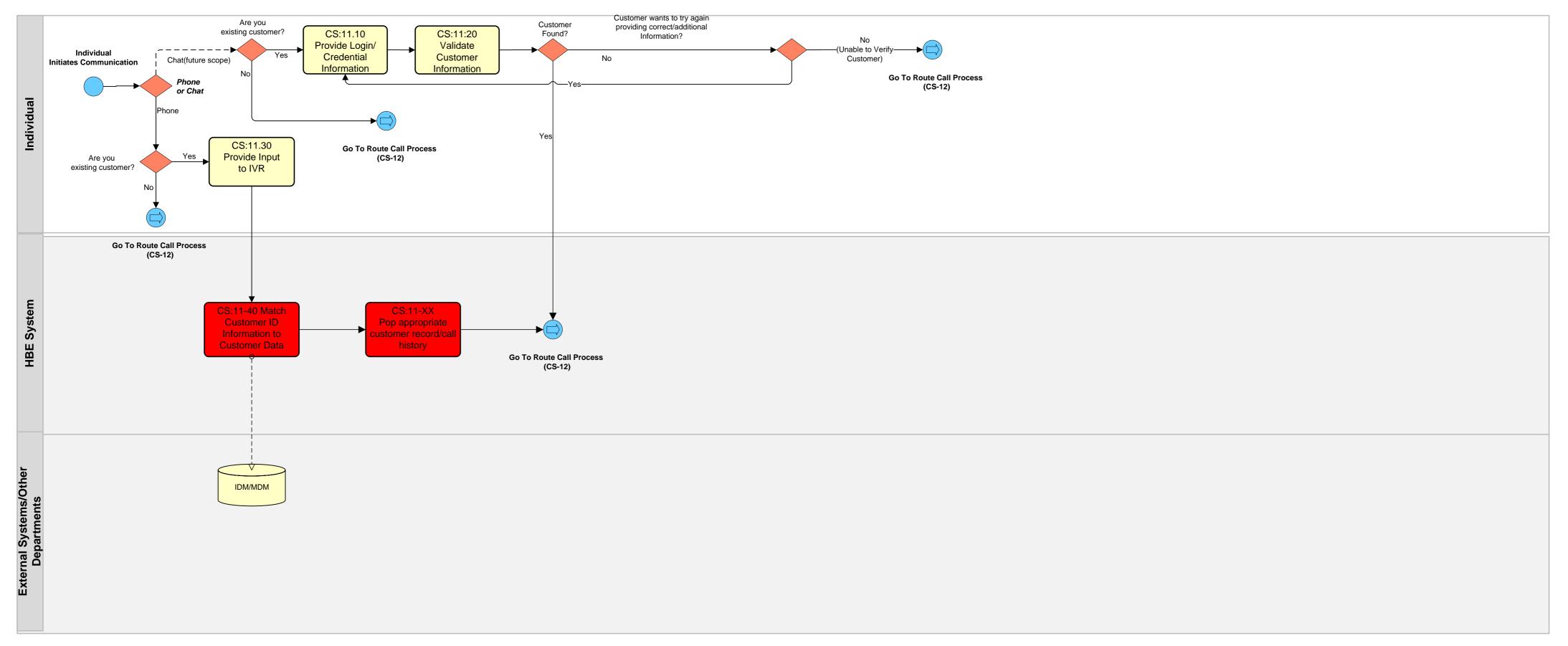
Manage FAQ/ Solution (CS-41) Report
Call Center
Quality and
Operation
(CS:45)

CS:11-Identify Customer

<u>Synopsis</u>

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.



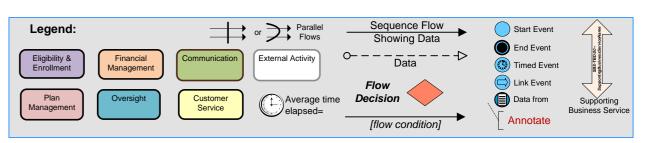


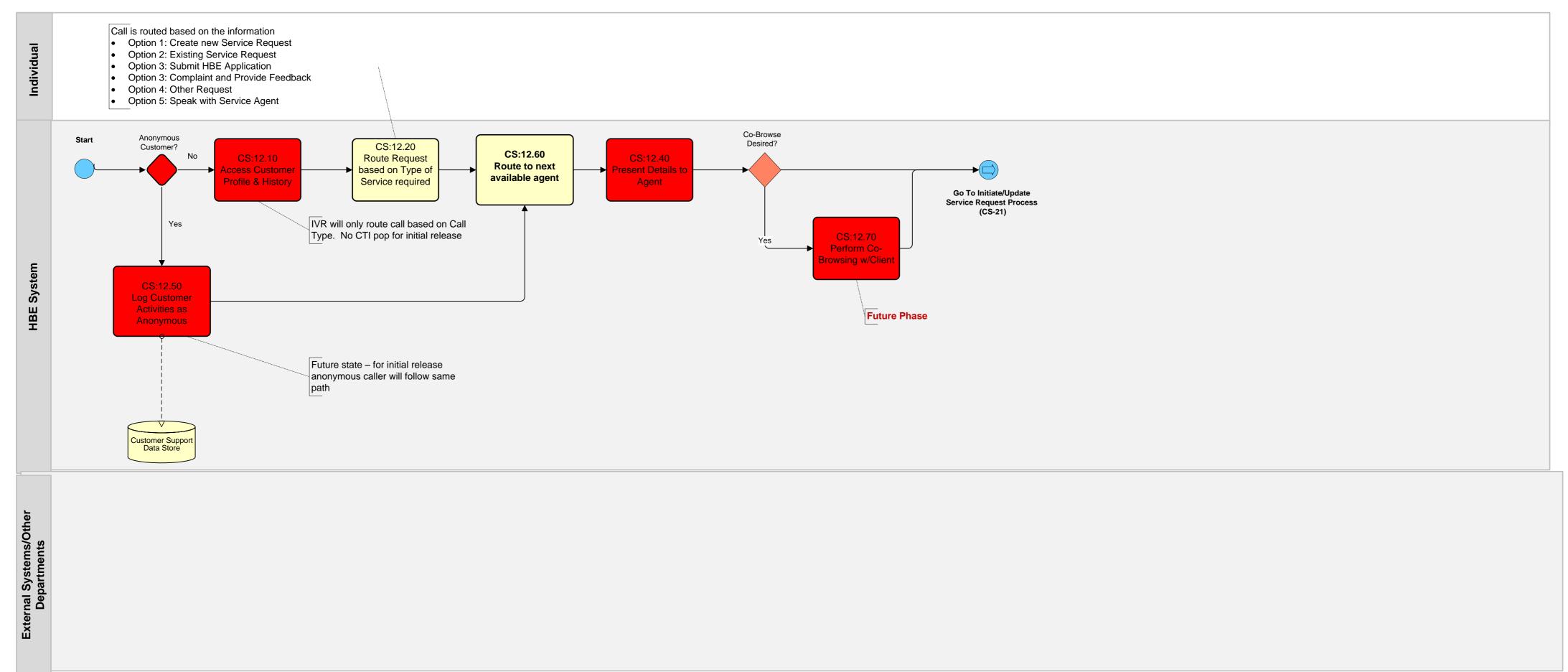
Vermont HBE State Blueprint Process Model Manage Inbound Communication

CS:12 - Route Call

<u>Synopsis</u>

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.

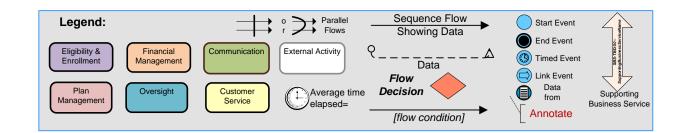


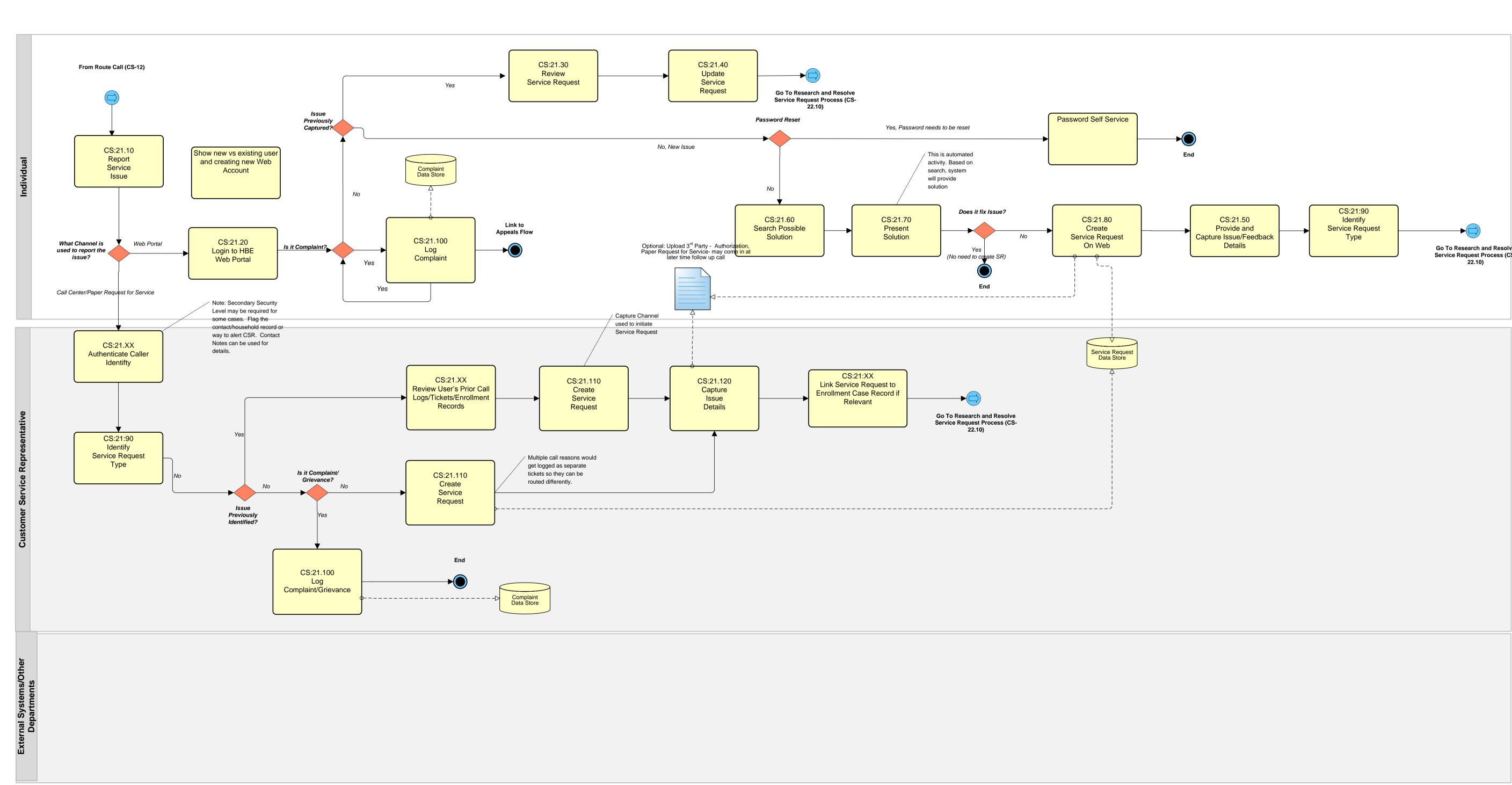


This process flow is performed to initiate or update a service request or ticket by an HBE user. This can be performed directly through the VHC portal or by calling into the customer assistance center.

<u>Synopsis</u>

CS:21 Initiate/Update Service Request



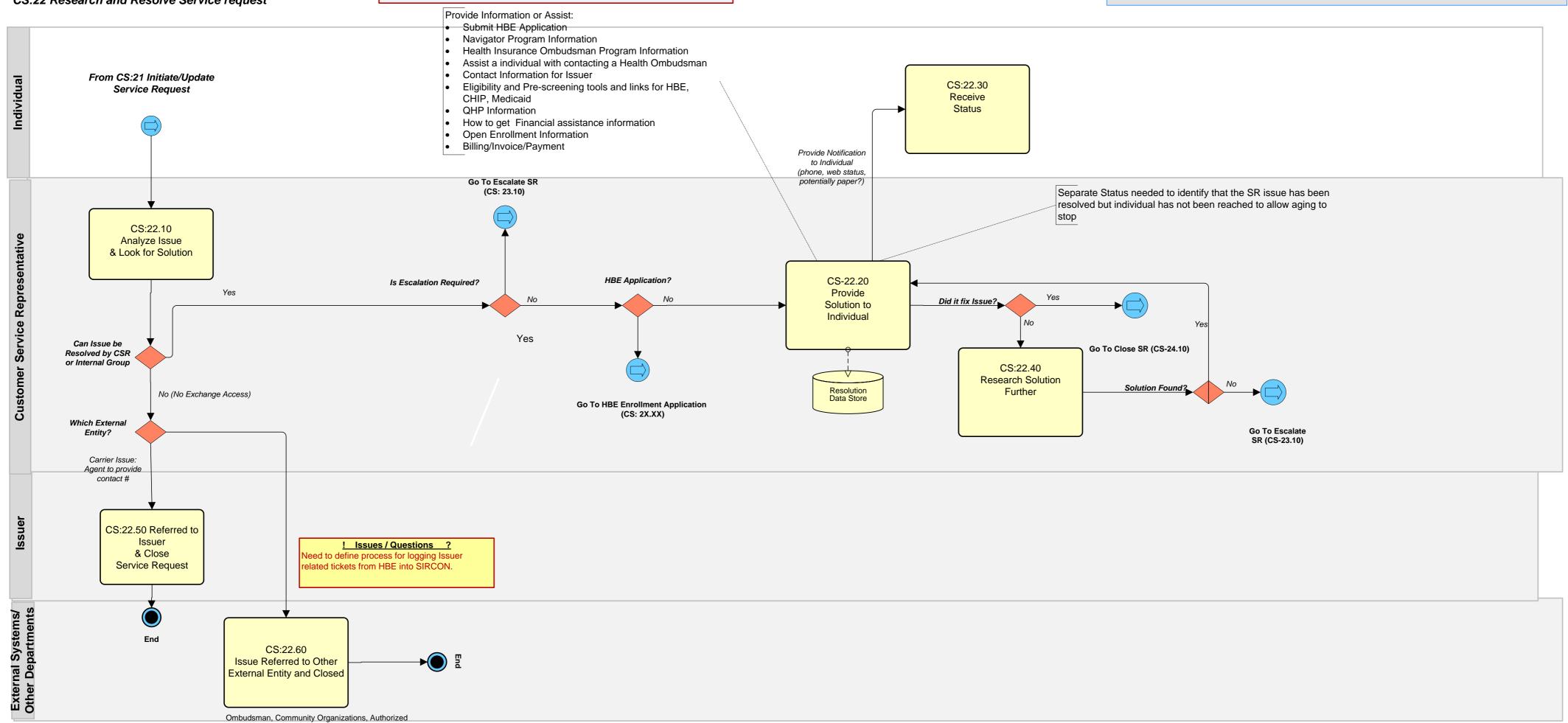


Synopsis

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: | Communication | External Activity | Showing Data | Start Event | Showing Data | Showi

CS:22 Research and Resolve Service request



Assister, DFR (for Issuer Complaints)

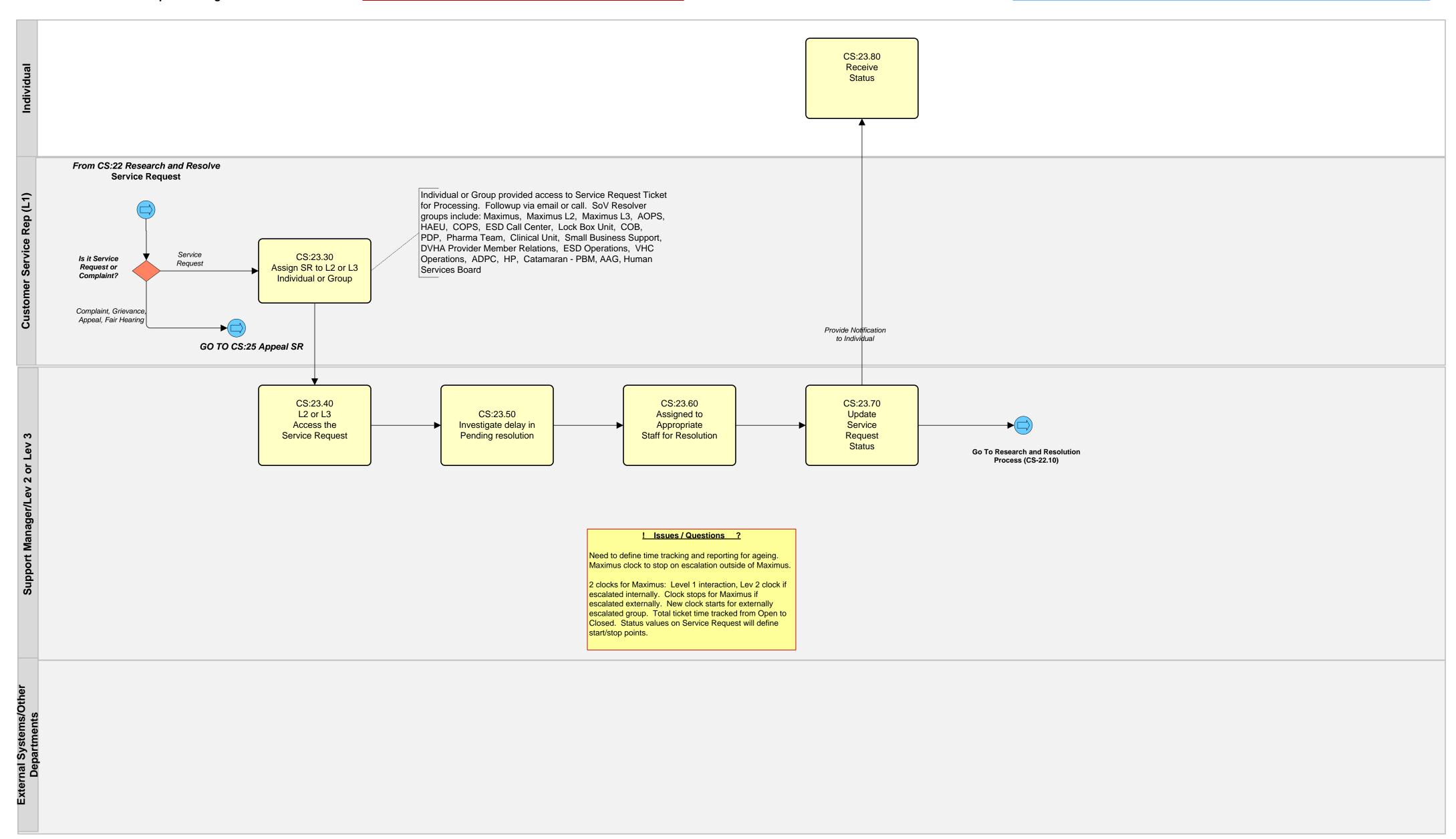
Vermont HBE Blueprint Process Model Customer Support Business Area CS:20 - Manage Customer Request

<u>Synopsis</u>

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: | Sequence Flow | Start Event | Showing Data | Showi

CS:23 Escalate Service Request Management

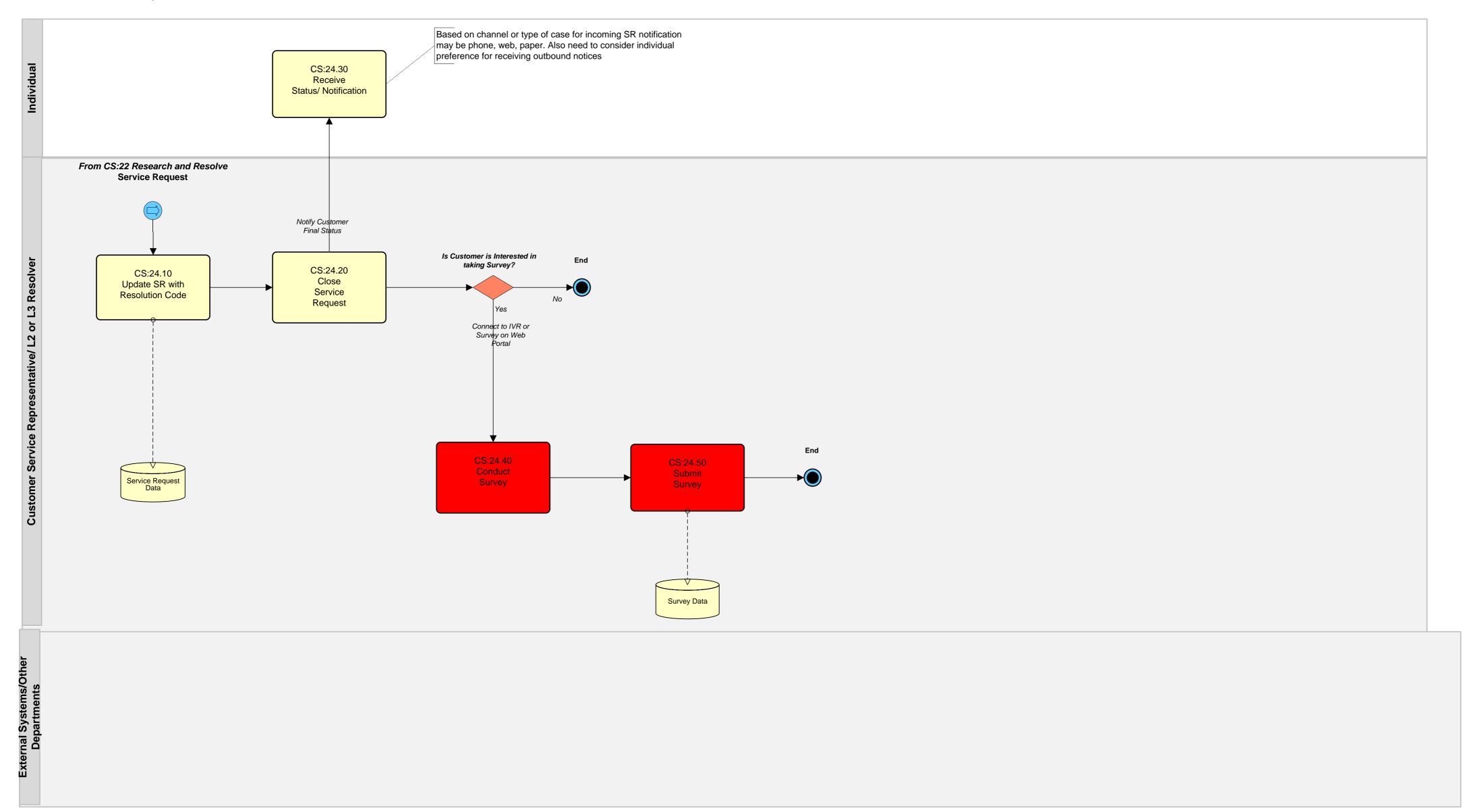


Vermont HBE Blueprint Process Model Customer Support Business Area CS:20 - Manage Customer Request <u>Synopsis</u>

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.

Legend: | Sequence Flow | Start Event | Showing Data | Showing D

CS:24 Close Service Request



Synopsis This process flow covers the appeals process when an individual or small business contacts the call center to initiate an appeal of eligibility Vermont HBE Blueprint Process Model determination. Appeals can be initiated from the web portal during or by calling the consumer assistance center. Customer Support Business Area CS:20 - Manage Customer Request The appeals process is in place to review a decision regarding eligibility or cost-sharing determinations made by the Exchange, or delay in Timed Event 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:2X Initiate Appeals Process Notice of Fair Hearing Schedule Can be initiated by Individual, Employer, Provider, CS:25.10 Ombudsman, Contact HBE to Initiate Filing for Complaint, CS:25.XX Grievance, Appeal or Fair Complaint, Grievance, Appeal, Expedited Appeal, Fair Individual Receive Hearing Receive Acknowledgement of Filing Receive Grievance Response Fair Hearing or Appeal Termination, Eligibility, Covered Services, Policy, Prior Outcome CS:25.XX Authorization, Premium Related, APTC/CSR, Special Participates in Fair Enrollment Period, Exemption/Catastrophic. Complaints Hearing Phone, Web, Paper, In Person, Fax, Email against staff must preserve confidentiality if specific names are listed. Vo GO TO CS:24 Close SR CS:25.40 CS:25.20 CS:25.30 CS:25.40 Include in Weekly/ Create Ticket in CRM Log Type of Filing Identify Reason for Filing Monthly Report System and Advise Options for Filing CS:25.XX scalate to SOV Resolver Group Depending on Grievance? Reason for Filing Need to capture date of 'Event' that the Filing relates to HSB Sends Appeal/Fair Hearing Outcome Notification CS:25.80 Termination, Eligibility, Premiums, APTC/ Escalate Appeal or Fair CSR, Enrollment Period, Exemption? CS:25.XX **Hearing Request Based** Assign SR to ESD on Filing Reason Resolver Group No, Covered Services, Policy, Prior Authorization, Employer ! Issues / Questions ? Which Appeals/Fair Hearings will also Acknowledgement need to be logged and tracked in CS:25.80 Access? Non Magi Medical Fair Hearing Assign SR to DVHA requests need to get into Access Resolver Group 5 day turnaround Written Response Required within 90 Days AOPS Confirms to Proceed? Confirmed, Send Send Back to ESD back to AAG CS:25.XX CS:25.XX CS:25.XX All Healthcare Calls to SOV repare and Send Writter SOV Case Worker/ Prepare and Send Formal Call Center will be warm Acknowledgement (ESD/ ! Issues / Questions ? Manager Processes Response to Grievance transferred to Maximus DVHA) DFR Appeals Process is Grievance intentially not covered in this flow as this is handled external GO TO CS:24 Close SR to the HBE. CS:25.1XX CS:25.1XX AAG Notified of Request AOPS Reviews Fair Hearing Required, AAG Notified within 3 Days. for Hearing Hearing Write Up (Eligibility/Premium) ESD District Office Workers should not log health care Resolved without Hearing escalation requests for walk in or phone requests ESD Reviews Filing Attempt to Resolve with Fair Hearing Request 113 Write Up Memo frc Unit to AAG in 5 Days 113 Write Up Memo from FH Individual without Formal Request Hearing Hearing Required, 3 days to notify CS:25.100 CS:25.100 Requests for Fair Hearing/Appeal Must be within 90 days of Incident Occurance 113H to HSB for FH Unit Prepares Write Up Yes, Resolved Scheduling HSB Sends Out FH ESD Fair Hearing Unit Appeal or Fair Hearing? Must have a way to identify a request for Expedited Appeal vs CS:25.XX GO TO CS:24 Close Standard Appeal DVHA Reviews Filing ESD Fair Hearing Unit GO TO CS:24 Close SR Fair Hearing Request Request CS:25.XX **DVHA Policy Unit** ESD Fair Hearing Unit Document/Upload Decision in CRM Tracking Resolved without Hearing CS:25.XX CS:25.100 CS:25.XX System **DVHA Attempt to Resolve** DVHA Schedules and Document/Upload Hearing Required Appeal with Individual Conducts Appeal Hearing Decision in CRM Tracking without Formal Appeal System Hearing Human Services Boord Human Services Board Human Services Board Notice of Receipt of Appeal within 5 DVHA Policy Unit DVHA Policy Unit **DVHA Policy Unit** CS:25.100 CS:25.100 CS:25.XX

! Issues / Questions ?

Does HSB upload results of Fair

Hearing back into Service Request ticket System. Who

Closes the ticket?

HSB Schdeules and

Conducts Fair Hearing

HSB Receives Request for Fair Hearing (113H Form)

Send Notification of Appeals Decision to

Individual

Prepare and Send

Outcome of Appeal/ Fair Hearing

Send Notification of Appeal Receipt to

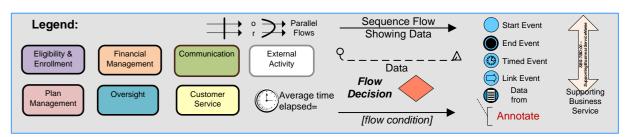
Individual

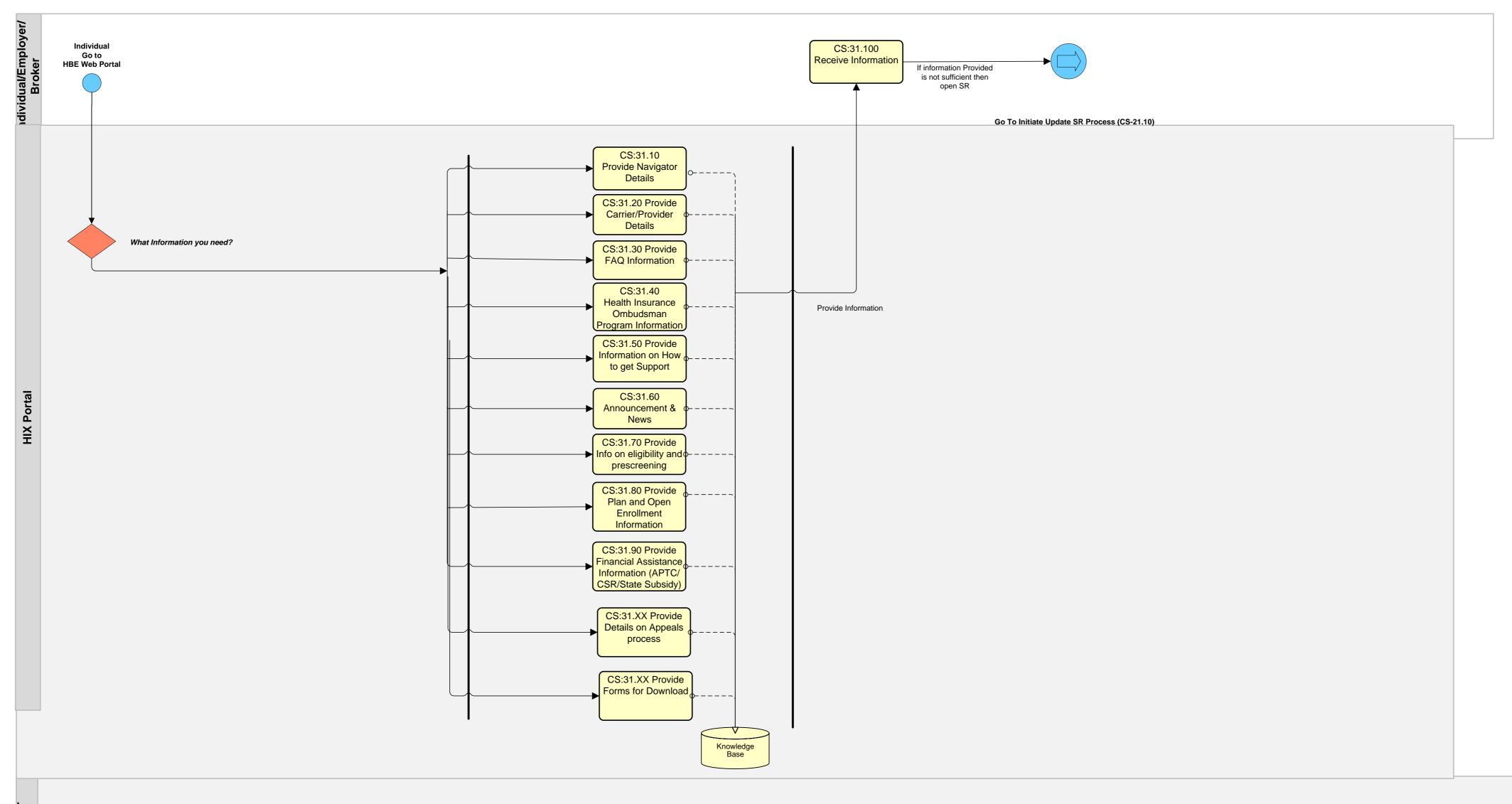
GO TO CS:24 Close SR

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.

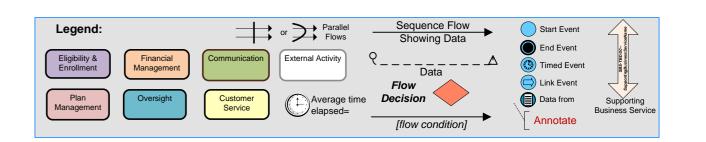


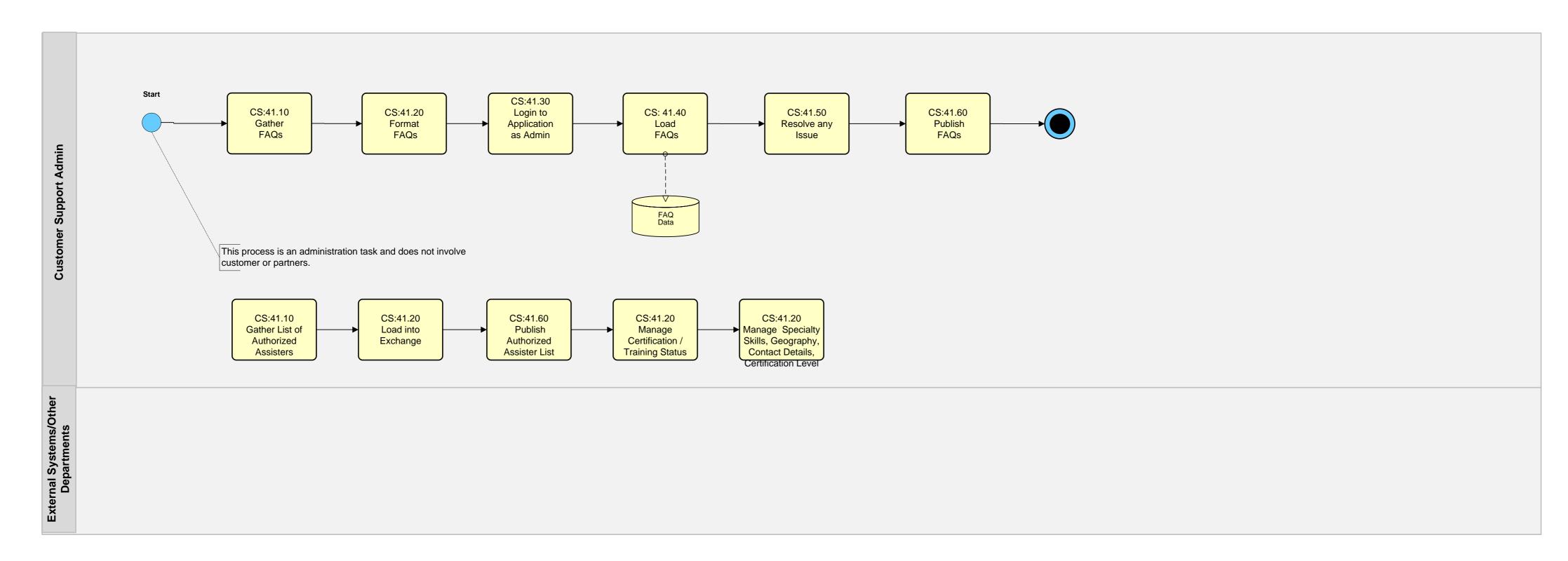


CS: 41- Manage FAQ/ Solutions

Synopsis

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



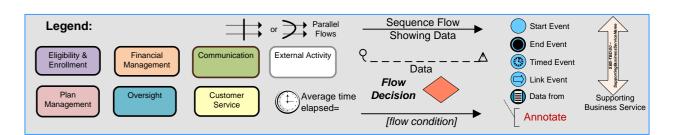


Vermont HBE Blueprint Process Model CS:40 Administrative Tasks Management

CS: 42- Call Center Quality & Operations

Synopsis

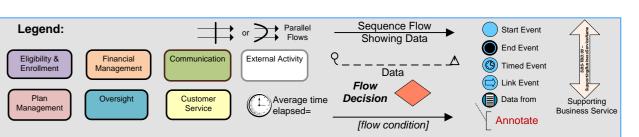
This process flow is performed to generate and distribute reports/ surveys/ metrics from the call center application. The main actor is the customer support admin who has access to the reporting capabilities within the call center.

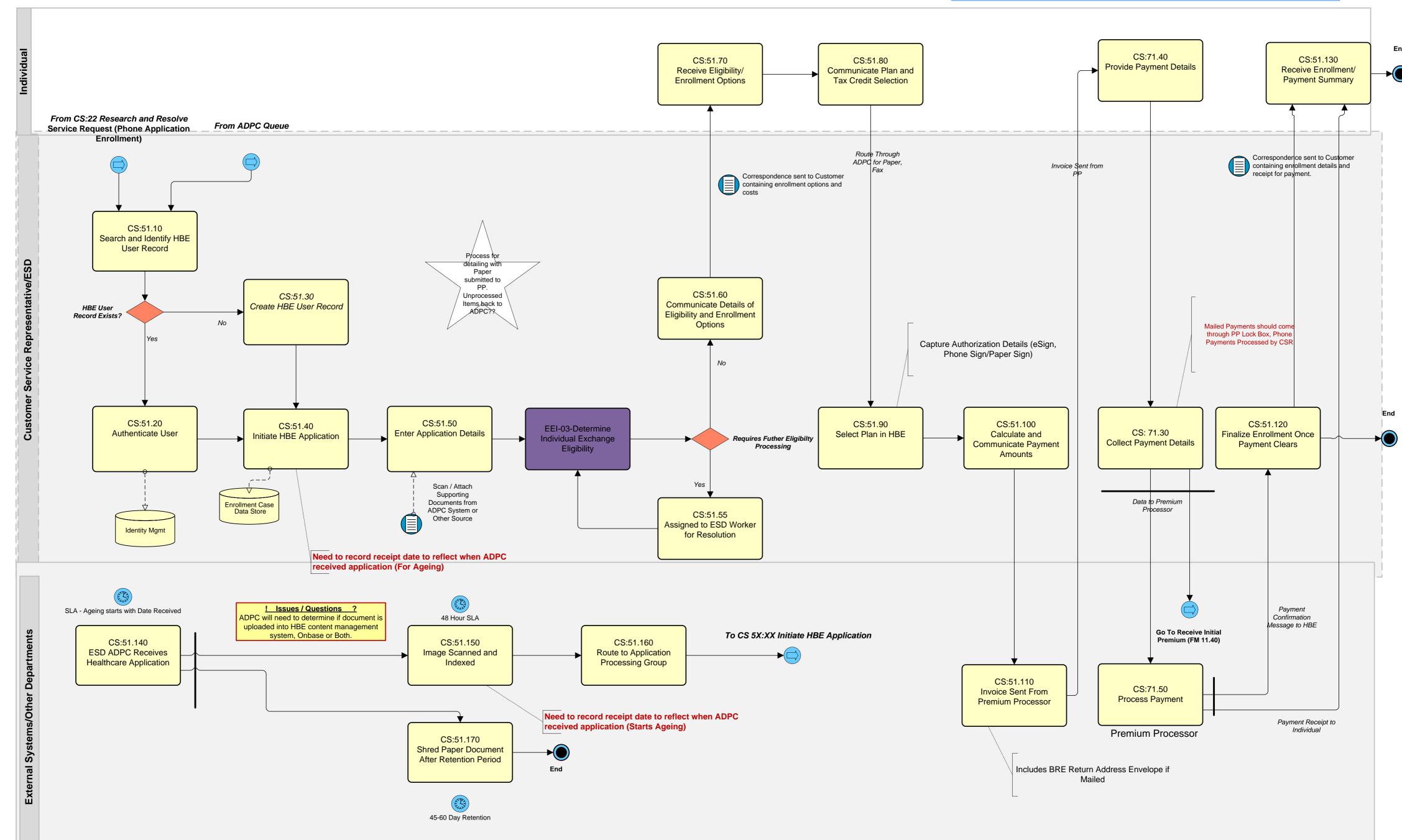




<u>Synopsis</u>

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 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.

Legend: Or Parallel Flows Showing Data Financial Management Communication External Activity Plan Management Oversight Oversight Customer Service Average time elapsed= [flow condition] Start Event End Event Data Flow Data Flow Data from Supporting Business Service Annotate

CS:24 Premium Related Customer Support

