

Healthy Michigan Call Center
Quarterly Report #1
(FY2017 Appropriation Act - Public Act 268 of 2016)

December 31, 2016

Sec. 1506. The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a quarterly report on the implementation status of the public assistance call center that includes all of the following information:

- (a) Call volume during the prior quarter.
- (b) Percentage of calls resolved through the public assistance call center.
- (c) Percentage of calls transferred to a local department office or other office for resolution.
- (d) Number of Medicaid applications completed by the public assistance call center staff and submitted on behalf of clients.



Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR

Section 1506 – Report #1
(FY2017 Appropriation Act - Public Act 286 of 2016)

MDHHS is actively developing the public assistance call center (PACC) with a vendor partner to supplement current MDHHS staff tasked with answering the Department's public access, general customer service, payment information and welfare fraud reporting phone lines and associated electronic mail boxes. Together, these inquiry points represent over 250,000 customer contacts per year and the primary goal of the PACC is to provide Department customers using these inquiry channels with faster, more responsive service. Planning efforts are underway to identify detailed inquiry types, mature roles and responsibilities for MDHHS and our vendor partner in servicing those inquiries, develop training materials and reference information for vendor staff to appropriately resolve customer inquiries, ensure technical call routing and interactive voice response functions are deployed and comprehensively tested, and deploy quality assurance and metrics systems to monitor PACC operations. Call volume, types, transfer and resolution data will be included in PACC metrics to monitor and report on an ongoing basis once the PACC is operational.