

Healthy Michigan Call Center Quarterly Report #3

(FY2017 Appropriation Act - Public Act 268 of 2016)

July 31, 2017

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

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Section 1506 - Report #3

The Customer Support Call Center (CSCC) went live on June 1st, 2017. This project now assists current MDHHS staff tasked with responding to the Department's public access, general customer service, payment information and welfare fraud reporting phone lines, emails and web based portals. The goal of the project is to provide Department customers using these channels with timely and more responsive service, working with the Departments existing technology.

Planning by the CSCC was done in partnership with the Business Integration Center's Project Management Office, Field Operations Administration, the Department of Technology, Management and Budget, and a vendor partner. Work has been completed for initial launch including:

- Development of training material for and reference information for vendor staff to appropriately resolve customer inquiries,
- Technical routing of calls to appropriate resources when staff cannot resolve a call,
- Development of Interactive Voice Response (IVR) and comprehensive testing of usability,
- Development of quality assurance systems,
- Development and gathering of metrics which will allow management and improvement of service delivery.

It is expected that ongoing evolution and changes to the project will require revisions and further development.

The combined phone lines are presented a voice menu to better direct the calls based on general question area and need. Callers that are not served by these options are directed by the technology to the vendor partner's "tier one" agents.

These "tier one" agents provide basic information if possible. Otherwise, they direct the call:

- to the Beneficiary Hotline (for Medicaid related questions or application assistance)
- to another agency or governmental resource
- to a local non-governmental agency or partner
- to the Specialized Action Center, which is the Departments "tier two", staffed by state employees (The federal Food and Nutrition Service requires that Food Assistance Program related calls/questions are only answered by state employees)
- to local MDHHS office units.

Public Assistance Customer Support Call Center Information April 1, 2017 through June 30, 2017*	
Description	Number
(a) Call Volume	27,254
(b) Percentage of calls resolved through the Customer Support call center**	60%
(c) Percentage of call transferred to a local department office or other office for resolution (Client Information Specialist, Specialized Action Center, or non-Maximus)***	40%
(d) Number of Medicaid applications completed and submitted on behalf of clients ****	0

*Data includes June 2017 only, as this was the first month of operations.

**26% were resolved through the Beneficiary Help Line or the Phone Application Help Line.

***41% were handled by a Customer Support Call Center representative and then transferred to another office for further resolution. The remaining 59% of these calls were directly referred to the Specialized Action Center by selecting the food stamp or missing payment option on the Interactive Voice Response system.

**** The CSCC does not handle Medicaid related issues (applications and provider questions), these calls are directed to the Beneficiary Hotline or other appropriate resource.