

# NH DHHS Client Service Center

NH CARE PATH PRESENTATION  
September 26, 2014

Client-Centered,  
Results-Focused,  
Whole-Person View

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# Discussion

- 0 Vision
- 0 Guiding Principles & Values
- 0 Outcomes Desired – Aligned with DHHS
- 0 General Timeline
- 0 Current State
- 0 Transitioning
- 0 Future State Enhancements

# Vision

- 0 **One Toll Free number** for a Single Point of Entry to DHHS for clients/customers.
- 0 **First Call Resolution:**
  - 0 Resolution may range from simply providing information to processing a transaction or scheduling a client appointment or referring to a specialist in unique situations.
- 0 **A web presence** to guide, educate and transact: FAQs, resource links, services information, Live-Chat option. Some may prefer web interface to a call.

# Guiding Principles

## 0 Client-Centered

- 0 Look at everything we do from the perspective of the customer

## 0 Results-Focused

- 0 Get the job done
- 0 Do it right
- 0 And on-time

## 0 Whole-Person View

- 0 Go beyond the initial inquiry to consider all we may be able to assist with

# Values

Guide our daily interactions with others

## 1. Exemplary Service

- 0 We will always strive to meet or exceed expectations

## 2. Respectful Interactions

- 0 We will always be professional and courteous

## 3. Meaningful Communications

- 0 We will ask questions to assess request/s, and have the expertise to assist those we serve

## 4. Thoughtful Decisions

- 0 We will consider all options available to us to identify an appropriate solution

# Outcomes Desired

1. A No Wrong Door Point of Entry for clients to access DHHS services and to complete, submit, and track requests
2. Standardized, consistent guidance and processes that provide for individualization regardless of how the client accesses and applies for DHHS services
3. Improved levels of service

# Goals Aligned with Department Initiatives

- 0 **Balancing Incentive Program (BIP)**
  - 0 Single point of entry
  - 0 Information entered once & follows the client
  - 0 Easy to navigate web
  - 0 Engage community partners
  
- 0 **Client Services Blueprint**
  - 0 Easy to do business with
  - 0 One toll free number for first call resolution
  - 0 Web based services & Live Chat
  
- 0 **DHHS Philosophy**
  - 0 Whole-Person Approach to doing business

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Whole-Person View

# General Timeline

- 0 Project Design & Procurement: 2014
  
- 0 Implementation Plan: 2015-2016
  - 0 Phase I begins: January 2015
    - 0 Division of Client Services
  
  - 0 Phase II: 2015 - January 2016
    - 0 Office of Human Services & WIC
  
  - 0 Phase III: December 2016
    - 0 Remaining areas of DHHS as identified (not Institutions)

# Types of Inquiries Handled Now

- 0 **Client Inquiries** (include Authorized Reps, Guardians, POA)
  - 0 Status of Case
  - 0 Report Case Changes (family composition, income, employment etc.)
  - 0 Health Care Benefit Questions
  - 0 Transportation Requests
  - 0 Explanation of Decision Made
  - 0 Interview Needed
  - 0 Appointment Needed
  - 0 Screening Required

# Types of Inquiries (cont'd)

## 0 Elected Official Inquiries

- 0 Programs/Services
- 0 Constituent Inquiry
- 0 Legislation/Policies
- 0 Concerns

## 0 General Public Inquiries

- 0 “What If” Scenarios
- 0 Calling on behalf of potentially eligible family member

# Types of Inquiries (cont'd)

- 0 **Provider Inquiries** (Healthcare, Childcare, MCOs, Nursing Facilities)
  - 0 Verify benefits available
  - 0 Confirm eligibility of patient
  - 0 Confirm Patient Liability
  - 0 Coverage Dates of eligibility
  - 0 Level of Service Available
  - 0 Payment Questions
  
- 0 **Webmail Inquiries** (can be from anyone)
  - 0 Same types of inquiries, but received via web

# What Happens Now

## **Positive Caller experiences:**

- 0 Appointments scheduled
- 0 Interviews conducted
- 0 Change requests documented and some transacted
- 0 Available Provider information communicated
- 0 Claims questions researched
- 0 Concerns researched and responded to
- 0 Community and Partner Referrals

# What Happens Now (cont'd)

## **Not So Positive Caller experiences:**

- 0 Calls not answered – line is busy
- 0 Long wait time in queue
- 0 Voicemail system unable to take any more messages
- 0 Caller transferred (sometimes more than once)
- 0 Person answering does not have ability to assist

# How We're Changing

## Consolidation - First Step DCS

- 0 39 Positions To Start
  - 0 1 Client Services Administrator Position  
(C. Iacopino)
  - 0 4 Supervisor Positions
  - 0 29 Client Service Center Rep Positions
  - 0 5 Support and Specialist Positions
- 0 Transferred Lines from District Offices over six months
  - 0 4 from Southern, 8 from Manchester

# What We're Doing Now

## Cross Training



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Whole-Person View

# The Training Plan

## Structured Field Time 2-3 Wks

- Base Learning of FS and Target Areas for Most Common Calls
- Independent Learning
- 1:1/Classroom Time
- Review of available resources/scripts (Comprehensive CSC Guide)

## 1:1 Coaching 4 Wks

- Application
  - Observation of real time calls with mentor
  - Taking real time calls with mentor
  - Continued learning as calls come in
  - Daily assessment to target further training needs
  - Weaning of mentor

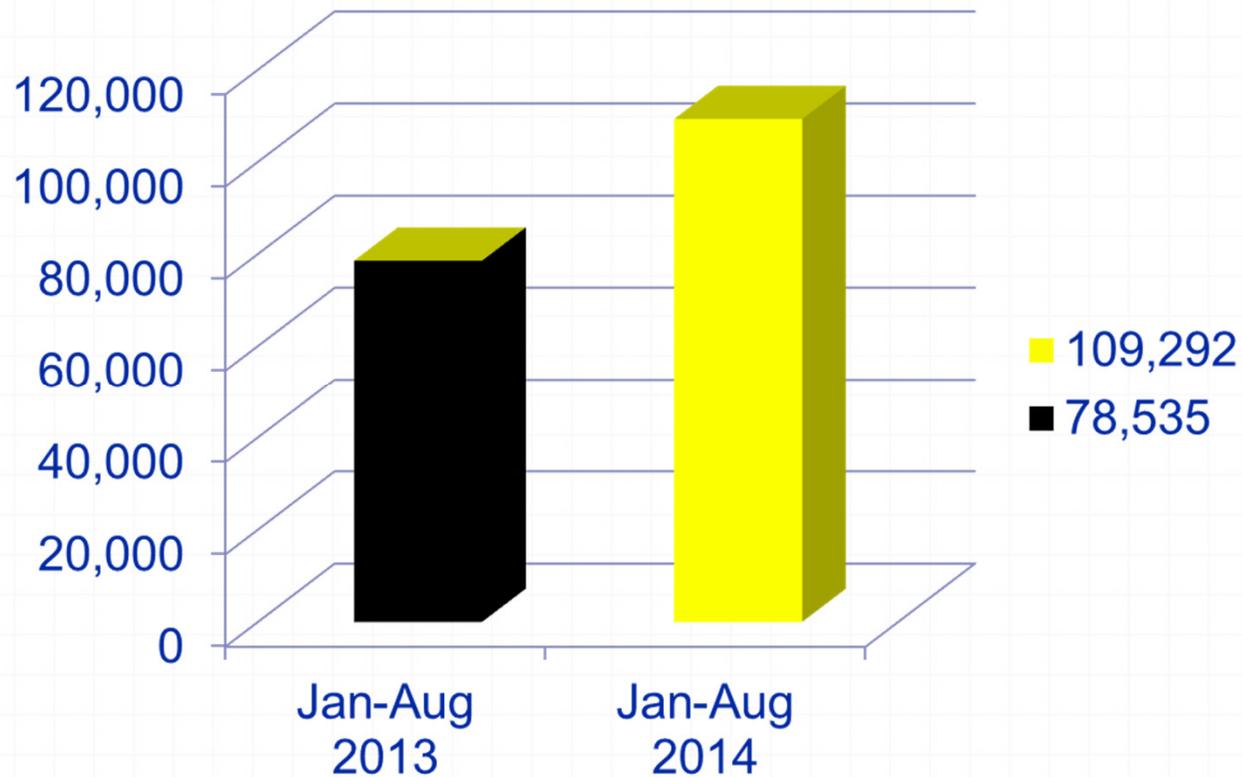
## Continued Training

- Allow up to 4 weeks independent phone work before next training
- Formal Classroom Training at Central Training Site for additional program areas
- Repeat of 1:1 Coaching

## Other

- Listen/Record Calls
- Review Case Work
- Meet frequently to address needs/concerns
- Repeat Formal Classroom Training for additional program areas and refresher trainings

# Call Statistics – 8 Month Comparison for 2013-2014



# Future Enhancements

## 0 **Web Redesign**

- 0 DHHS Web that is services oriented and easy to use
- 0 Live Chat with Client Service Center representative
- 0 Fillable forms (most commonly used)
- 0 Resources to educate and guide

## 0 **Easy to do Business With**

- 0 Electronic record access for account information
- 0 Interactive Voice Response to support general inquiries 20/7
- 0 NHEASY assistance

# Progress to Date

## 0 **Researched**

- 0 Best Practices & Standards for Service Centers
- 0 Request for Information results reviewed

## 0 **Benchmarked**

- 0 Other States and Private Industry

## 0 **Consolidated**

- 0 Centralized two distinct service areas to prepare for Phase I

## 0 **Trained**

- 0 Training plan in place for those staffing the CSC for Jan 1st

## 0 **Preliminary Practice**

- 0 Transferred some District Office lines to start testing capacity

# Thank You

What Questions do You Have?

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