

Florida's Insurance Marketplace Customer Contact Center Overview

Florida Health Choices
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The Customer Contact Center Serves

- Vendors
- Agents/Pathfinders
- Employers
- Employees

Customer Contact Center Call Types

- Application and renewal processing
- Enrollment processing
- Payment inquiry and processing
- Web portal navigation and assistance
- Vendor, agent, employer, employee issue/complaint resolution

Customer Contact Center Operations

- Setting up new toll free number
- Automated Voice Response System available 24/7 to
 - » Obtain general program information
 - » Case specific account information
 - » Make payments
- Contact Center open Monday to Friday 8:00 AM to 7:00 PM EST

Customer Contact Center Operations

- Scalable Avaya Automated Call Distribution (ACD) system that includes
 - » Skills based routing
 - » Call Management System (CMS)
- Contact Center staffed locally in Tallahassee, FL
- Staffed with bi-lingual (English/Spanish speaking) representatives
- Language Select Line for all other languages

Customer Contact Center Service Levels

- Service level 80% call answered in 30 Seconds
- Abandonment Rate – 5% or less
- Block Call Rate – 1% or less
- Email response within 2 business days
- Complaint resolution – 15 days of receipt

Customer Contact Center Technology

- Interactive Voice Response (IVR) System
- Avaya Automated Call Distribution Switch
 - » Call Management System
 - » Skill base routing
 - » Scalable and flexible
- Verint – Impact 360 Enterprise Suite
 - Call monitoring and recording module
 - » Audio and video capture
 - » Random recording
 - » CSR Evaluation template
 - Workforce management – Forecasting and scheduling module
- Hearing impaired (TTY)