

Call Center Monitoring for Part C and Part D Plans

CMS has performed Call Center Monitoring for Part C and Part D plans for many years. CODY[®] strongly suggests all Plans implement call metric reporting and monitoring based on CMS metrics. We can help with guidelines and perform audits to make sure plans are in compliance. CMS may use monitoring study results to issue notices of noncompliance to organizations that fail to meet the regulatory requirements.

- **Introductory Question** – CMS will ask “Are you the right person to answer questions about...”. The answer should immediately be “yes”, or the call should be warm transferred to the person who can answer. The CSR should not insist on obtaining member-specific information first, before answering or the call will be counted as unsuccessful. CMS only needs to confirm they have reached a CSR who has authority to answer questions. Their intent is to measure the average hold time to reach a live CSR.
- **Languages tested in recent years** – English, Spanish, Cantonese, Mandarin, Vietnamese, French, and Tagalog. For organizations with a service area exclusively in Puerto Rico, English will be tested as a foreign language. This study is typically conducted from February through June.
- **Interpreter availability** – A call is considered successful when the CSR can assist and ask questions in the caller’s language. The measure is considered successfully completed when establishing contact with an interpreter and answering the introductory question affirmatively within eight minutes.
- **Toll-free and TTY numbers in HPMS** – The numbers are pulled weekly from HPMS and should be kept current by plans.
- **Plan IVR** – IVR should be easy to follow; the caller should be directed to a CSR if no options or an incorrect option is selected. The CSR should warm transfer if an incorrect option selected.
- **Area Code Restrictions** – Make sure IVR, toll-free numbers, and TTY state relay do not restrict inbound calls based on the area code of the caller.
- **Private Number Caller** – All private or blocked inbound calls should be connected to customer service.
- **Exclusions** – Contracts with only Special Needs Plans (SNPs) are excluded from the accuracy measure, and contracts under marketing and enrollment sanctions are excluded completely.

Since 2006, CODY[®] has bridged the knowledge gap between health plans serving the Medicare market and the government agencies where they contract. We understand the complexity of working with government healthcare programs. Our team has led the industry for decades—and we have the tools and resources to serve you.