

FAQs (7/18/2011)

Customer Service

Call Volume: Customer Service has been experiencing higher than normal call volume. Most of this is from members responding to the IMET drops...which is a good thing as we should see an increase in enrollment! However, this has caused a higher than normal hold time for you and members.

Healthways is bringing on additional Customer Service Reps to assist with the volume and they will begin the week of the 18th! We're anticipating this type of call volume for the rest of July.

Manual Eligibility Insertion: This is how the Customer Service Rep (CSR) will identify the eligibility of our members; unfortunately, they do not use the portal to verify. With that being said, the goal is to move you all away from calling customer service and asking the member to call. I say this lightly, as I know that every situation is different. Please keep these facts in mind when calling CS:

1. CS has a set of policies and procedures in place to abide by CMS and by HIPAA regulations.
2. CS will ask to speak with the member if they are standing with you; if not, they will ask you to have the member call them; this is because we are moving away from you viewing Health Plan ID cards.
3. This is the specific information that CS will need when calling to verify: Name, D.O.B., Health Plan ID# and CMS Code/#.

·If a PL is unable to confirm eligibility using the portal and calls CS, what information do they need to present to the CS rep? Is it the same information they provided in the past (Name, DOB, Health Plan name, Health Plan ID number)? **Healthways CS needs very specific plan information (plan/product name, CMS code) in order to manually insert a member which is why CS will need to speak with the member in order to move forward with manual eligibility insertion.**

·Do we have bilingual CS reps available? **Yes**

Portal (Eligibility Check either quick or detailed)

*Whether a members walks in with their Healthways ID card, or without it, you should first check eligibility on the portal for all new enrollees-either by using quick check with our 16-digit ID number, or the detailed check by using the member's first name, last name and D.O.B. Please remember that using the quick check is sufficient if it verifies member's eligibility; you don't need to follow-up with a detailed check.

1. Portal has been showing a lot of eligible members "not eligible", or stating that "eligibility cannot be confirmed at this time, please call Customer Service"? **In these cases when eligibility cannot be verified it is most likely due to file error, common name or multiple files, the PL will be directed to call Customer Service.**
2. What if the wait time is too long, and the potential member, nor front desk, has time to wait? **Use your Guest Pass Form to gather the information that is needed and continue to call CS, once the member has been confirmed eligible, CS will provide you with a 16-digit Healthways ID (WRITE it down) and they will proceed to order a card for that member. It will be your responsibility to capture the visits via sign-in sheet (swipe box users) until the card has been received. Dispose of the Guest Pass Form once confirmed.**

***What shouldn't you do?**

1. You should not be looking at copies of sample ID cards (they should be disposed of) and guessing.
2. You should not be assuming eligibility "because they have the right health plan" without checking eligibility on the portal or through Customer Service. Start to get into this habit, even though 99.9% of the cards and members coming in right now are eligible, things can change within the next month.

Sign-In Sheet

- *Use it anytime you cannot capture a visit with a swipe card, or your system if you are facility automated (not using a swipe box).
- *It is located on the portal under Reference Tab→Master Forms.
- *You must mail these to Healthways at the end of the month to receive payment for the visits!

Guest Pass Form

- *is only for SilverSneakers and Prime
- *Information is to be submitted via the portal only (you DO NOT mail Guest Pass forms to Healthways)
- *Click on "Eligibility Icon" and then "Guest Pass Form" tab to find directions and the area to enter the Guest Pass information.
- *to be used for "true" guest (not a eligible member visiting from another location)
- *can be used to help in identifying eligibility if the person in question does not have time to wait, or you don't have time. Just don't enter until you have confirmed eligibility
- *Keep a hard copy for your records.

Ordering replacement cards and printing temporary cards can be done only after checking the member's eligibility. Once you use the detailed check and determine that the member is eligible, you will be given an option to either print a temporary card and/or order a replacement card. **Tip:** if the member is new, please print temporary card (if capable) and order a new card to ensure the member will get one.

New Member Handbooks

- *I order those for you, please send me an email when you need some.