

**Magellan of Arizona/Maricopa RBHA
 QI Committee Meeting Summary**

**Meeting Name: Customer Service Advisory Committee
 Meeting Date: November 30, 2007**

Key Topics	Decisions/Outcomes
Scope of Committee	<p>Review of Customer Service Committee Fact Sheet. Committee recommendations will be forwarded to the Governance Board through the QI Committee. Non-disclosure and confidentiality statement</p>
Additional participants	<p>Determine additional participants if necessary, and solidify current committee member participation for future meetings. Committee agreed that we would like to have a resource from Complaints, MCRN, and the Children's PNO present.</p>
Issues	<p>Training – length of training, acronyms, review of communication and website updates, update modular – combine with FIC and other providers, same information. Review of communications and website, now being handled locally, better response.</p> <p>Improve customer service, more helpful sites - more customer friendly, not so rude</p> <p>Immediate response from Crisis Line</p> <p>Child's PNO, better communication with providers, better education.</p> <p>Better signage and easier access to meeting rooms.</p>
Review of Call Center Customer Service	<p>Implementation of RBHA phone numbers for easier access. 25 Associates, calls taken from 8am-8pm, no openings at this time Associates receive 2-2 ½ weeks of training, 1) in class and on floor observing, 2) work with experienced associate, 3) answer call with monitoring by associate. Random monitoring by supervisors of all associates.</p> <p>Review of the Warm Line process.</p> <p>Complaints are referred to the appropriate department.</p>
Open Forum	<p>Announcements can be placed on provider newsletters with prior release from Magellan.</p> <p>Continuum of care from same doctors.</p>

	<p>New bus pass regulations update.</p> <p>Update on clinics, Carol Matyas, Vice President of Clinical Operations, and Jill Rowland working on system, changes. RBHA and clinics will be two different entities. Review of case management site family/peer mentors report to Jill, monthly trainings, role of leads.</p> <p>Can the committee listen to recording of calls received by Customer Service? Could also sign HIPAA confidentiality statement if needed.</p>
Term Limits	Range from 1-3 of Service