

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

Meeting Name: Customer Service Advisory Committee
Meeting Date: December 14, 2007

Key Topics	Decisions/Outcomes
Scope of Committee	The committee Participants will collaborate across the RBHA System to ensure that all Consumer Driven interactions are impacted by the committee's efforts and initiatives
Additional participants	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.
Customer Service "call handling statistics" and upcoming training initiatives	Average Hold time results at 2.5 minutes. "Up-Training" being coordinated at this time around Clinical Services, System Model, and various Functions/ services supported by and through the RBHA. Additional training will be provided for Cultural Competency and call etiquette.
Top 5 Call Types	<ul style="list-style-type: none"> ○ Eligibility/Benefits ○ Auth Inquiry ○ Provider Listing ○ Complaint / Grievance & Appeals ○ SMI Determination ○ Medication inquiry
Clinic performance for keeping appointments	Several occurrences of "scheduling issues" when consumers are working with the Tempe Clinic. (i.e.; appointment set, consumer arrives and there is no record of appointment) Complaint will be documented and feedback provided to our Clinic Director to follow up on.
Complaint Resolution and Trends	Is there a source to provide the types of complaints being received and

	resolved? RBHA Committee members will work internally with Complaint Specialist to provide top trends and efforts underway for preventive measures.
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