



# Wellplace

1333 Brewery Park., Blvd., Suite 140, Detroit, MI 48207



<b>Standards:</b> CARF 2.H.1	<b>Revision Date:</b> 8/20/08; 2/27/09; 11/1/09; 8/30/10; 10/8/10; 11/24/10; 7/20/11; 7/19/12; 7/02/2013; 8/15/13, 1/9/14;10/2/14, 10/23/2015, 8/26/2016; 8/14/17	<b>Page:</b> 1 of 3
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## I. POLICY:

To ensure the highest quality of telephonic services consistent with the contractual obligations to DWMHA and established Wellplace Michigan continuous quality improvement and utilization review standards.

## II. PURPOSE:

To maintain quality assurance, a monitoring of the Call Center Services by the designated Customer Service Specialist(s) is completed through monthly reviews.

## III. APPLICATION:

This policy applies to the Customer Service Specialist(s), Customer Service Supervisor, Customer Service Manager, Quality Department, and Chief Operating Officer.

## IV. DEFINITIONS:

**Call Log:** An electronic daily call log of Customer Service Specialist(s) call activities that document consumer demographics and information i.e. name of provider, name of the consumer, client member ID, facility, nature of the call, etc.

**Detroit-Wayne Mental Health Authority (DWMHA):** A community mental health services program established and administered pursuant to provision of the State Mental Health Code, for the purpose of providing a comprehensive array of mental health services appropriate to the condition of individuals who are residents of Wayne County or individuals in Wayne County requiring emergent or urgent services, regardless of the ability to pay.

**Customer Service Specialist:** A Bachelor level human services professional employed by Pioneer Behavioral Health that perform consumer enrollments, demographic updates, and acts as the first line of communication for any caller seeking information, referral, crisis, and access to CMH services.

**Peer Review:** is the evaluation of performance by other individuals in the same department in order to maintain or enhance the quality of the work or performance.

## V. PROCEDURES:

The Peer Review function is performed monthly and is developed as a quality assurance measure for ensuring that proper services are rendered for all telephonic calls relating to a consumers access to CMH services, the



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accuracy of consumer enrollments, and as a module for identifying training needs.

The Peer Review is completed by each Customer Service Specialist on 1 of his or her peers each month. Each record shall be randomly selected is then reviewed individually with each Customer Service Specialist by the Customer Service Manager or Supervisor monthly during supervision or earlier as needed.

1. The Customer Service Manager prints a monthly report from MH-WIN that details Customer Service Specialist enrollment activity from the previous month.
2. The report is sorted by Customer Service Specialist activities from the previous month.
3. Each Staff / Peer Reviewer reviews the list for their selected peers to randomly identify 2 cases per their assigned Customer Service Specialist for the review month.
4. All enrollment cases are evaluated by the Staff/Peer Reviewer for adherence to proper protocol and procedures and performance standards.
5. The Staff/Peer Reviewer evaluates each Peer Customer Service Specialist entries into the MH-WIN database to verify correct MCPN assignment, if proper documentation has been obtained, and to ensure that the appropriate steps for enrollment have been followed by each employee.
6. All Staff Peer Review tools are completed via the Survey Monkey Peer review tool monthly to complete the reviews.
7. Peer Review results are then viewed and shared with the Customer Service Specialist individually by the Customer Service Manager.
8. Performance issues are addressed by the Customer Service Manager or Supervisor in monthly supervision or earlier.
9. Should an identified consistent pattern of non-compliance demonstrated by the Customer Service Specialist exist, the Customer Service Manager shall develop a Plan of Correction with the employee in question to rectify the problem.
10. Performance data is incorporated into ongoing staff training and development.
11. The Quality Specialist collects and aggregates peer review data monthly to identify trends and track overall performance. Results are reviewed monthly and included in the semi-annual Quality Performance report.
12. All Customer Service UM results are reviewed in the Quality Improvement/Utilization Management Oversight Committee Meeting as scheduled by the Quality Department to identify trends and identify



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areas for improvement.

## **VI. QUALITY ASSURANCE:**

The Quality Improvement/Utilization Management Oversight Committee shall monitor adherence to the policy as one element of its overall quality processes. The Wellplace Michigan Policy and Procedure Manual is reviewed and revised on an annual basis and is approved annually by the Board of Managers. When applicable, the Wellplace Michigan subcontractor to whom this policy is applicable shall monitor adherence to this policy as part of a program of ongoing quality management.

## **VII. COMPLIANCE WITH ALL APPLICABLE LAWS:**

Wellplace Michigan, Inc. and its subcontractors are bound by all applicable federal, state, and county laws, rules, regulations, policies, and guidelines.

## **VIII. REFERENCES:**

*None*

## **XI. EXHIBITS:**

IX. A. 1. *Customer Service UM Review Form / Survey Monkey Tool*