
Change in Customer Service and Claims Information lines



Great news everyone!

ValueOptions® has expanded the Tampa service center's capability for handling customer service calls by utilizing a clinical customer service team in Troy, NY. The team has been trained by Robin Hamel on all of our PMHP contracts and has been given written materials to assist them. They will handle routine inquiries and utilize Tampa staff for anything complicated. In addition to the expanded capacity, this reserves local customer service staff for complex issues and takes customer service responsibility away from the Tampa clinicians totally- thus expanding their ability to manage clinical issues. Robin is the local 'customer' of this process and will work closely with the Troy management team to ensure that Florida calls get processed properly. As good as we expect this to be, we understand that there will be transition issues. If any problems with the access to care lines come to your attention, please notify Robin (and copy Katherine) immediately. If you call the access to care line yourself, you can still reach local staff by entering their extension. And of course the management team can still be reached at our direct lines. **Providers who are trying to get authorizations for services need to follow the auto attendant menu and select #5 for provider and then the choice for why you are calling, or you may reach Troy instead of Tampa.**



Additionally, ValueOptions® has expanded our capability for handling claims calls by utilizing our claims team in Latham. Providers who make a selection to talk about claims will be routed to the Latham team, whose entire team does nothing but claims, so they are the experts within ValueOptions®. They will utilize the local PR team for anything complex that needs our assistance. This move takes claims calls away from Tampa clinical staff, which again gives them more time to do clinical work. Steve Herring, Provider Relations Director, will be the local 'customer' of this process and will work with the Latham management team to ensure that claims calls get answered correctly. If you hear about any problems with claims calls, please notify Hillary Puleo and Steve Herring. **Providers who are calling with claims questions need to follow the auto attendant menu and select #5 for provider and then the choice for why you are calling, or you may reach Tampa or Troy instead of Latham.**

Both changes are very exciting and we believe that ultimately everyone will get better service by using specialty teams in this manner.

Sincerely,

TRSC Management Team

Questions or Comments? Email:

robin.hamel@valueoptions.com or Stephen.herring@valueoptions.com