

Department of Human Services Escalation Unit Process Summary

In order to better meet the increased volume of escalated customer calls, DHS/EOHHS is staffing-up a Tier-2 team to handle escalations and customer issues requiring research and analysis to resolve.

DHS will operate its Tier-2 team out of the Providence Regional Family Center. This Tier 2 team is call support only.

Effective immediately a standard format with the minimum required information needed to send a complete referral to Tier-2 is as follows:

- Customer First and Last Name (Please ask for proper spelling of both).
- Account number (if member knows)
- Complete Social Security Number (Last four digits at minimum and please if via email, send secure)
- Date of Birth
- Phone number (including area code)
- Specific issue or concern

Internal DHS Referral: Before escalating any call, please ensure that the member has contacted and spoken with DHS Tier 1 first, or if there is a pending task in a field office the worker and supervisor are contacted to complete before the issue is escalated (existing staff in the DHS Call Center is Tier-1). Please email these requests to the DHS Tier 2 Team.

External DHS Referral: Calls from the Governor's Office, Congressional Delegations, Media, Other government offices (including state representatives, the attorney general, senators, etc.), are escalated via existing constituent channels in place. Existing recipients of constituent or press referrals will continue to receive and refer as appropriate to the designated Tier-2 Team member directly or the designated DHS Tier 2 Team email dependent on the needs of the constituent.

All referrals received at the DHS Tier 2 Team email are screened by staff in the OHHS Helpdesk within 2 business days of receipt. Escalations classified as L1A and L1B are not reviewed. Instead they are sent directly to the Tier 2 team via the DHS Inbox in the CRM. If the OHHS Helpdesk determines the issue could have been resolved by the Tier 1 customer services representative at the point of contact it is sent back to the Tier 1 customer services representative who works with Call Center Supervisor/ Staff Development representative and/or Deloitte associate to resolve the issue. Escalations are prioritized and resolved using the following established criteria:

- Level 1A: 14 days to resolve - Customer has loss of or no access to coverage/ human service benefits and has Emergency Medical Needs/ otherwise urgent
- Level 1B: 14 days to resolve - Customer has loss of or no access to coverage/ human service benefits / otherwise urgent
- Level 2: 21 days to resolve - At risk of pend to coverage or termination of coverage/ loss of human service benefits
- Level 3: 30 days to resolve - Customer's information requires a change that doesn't impact enrollment or eligibility status for health or human service benefit
- Other: 30 days to resolve - Includes all other escalations

DHS will communicate back to referral source as appropriate dependent on the prioritization of escalations above.