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Document Scope: (applies to Policy & Procedure only)

- X – The requirements herein apply only to the GCBH Central Office and its functions.
 - The requirements herein apply, verbatim, to GCBH and its network providers².
 - The requirements herein apply both to GCBH and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.
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PURPOSE: To establish standards for customer service.

DEFINITIONS

- I. Consumer – A person who has applied for, is eligible for or has received mental health services from a Greater Columbia Behavioral Health (GCBH) network provider, regardless of Medicaid eligibility. For a child under the age of thirteen, or for a child thirteen or older whose parents or legal guardians are involved in the treatment plan, the definition of consumer includes parents or legal guardians.
- II. Families – Parents, legal guardians of consumers and all family members interested in mental health services.
- III. GCBH – For the purposes of this policy, GCBH refers to the central office in Kennewick, Washington.
- IV. Staff – All employees of GCBH, and specifically the Customer Service Staff.
- V. Stakeholders – A person or organization that has a legitimate interest in GCBH, what GCBH does and the mental health system. This includes vendors, employees, members of the community, the Board of Directors and other governing boards.

POLICY

- A. GCBH strives to offer excellent customer service and is committed to consistent, friendly, proactive and responsive interaction with consumers, families and stakeholders. Staff members provide friendly, efficient and accurate service to all consumers, families and stakeholders.

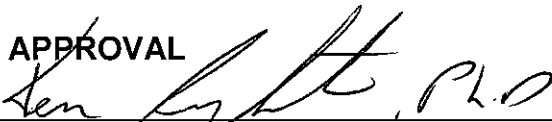
PROCEDURE

1. Customer Service:
 - 1.1. Provides a toll free number for customer service inquiries in addition to a local telephone number within the local calling range.
 - 1.2. Answers telephone calls from consumers, family members and stakeholders from at least 8:00 a.m. until 5:00 p.m. Monday through Friday, holidays excluded; and
 - 1.3. Respectfully responds to consumers, family members and stakeholders in a manner that resolves their inquiry politely, promptly and with helpful attention,

including the ability to respond to those with limited English proficiency or hearing loss.

2. GCBH trains its Customer Service staff to distinguish between a concern, a third party insurance issue, appeal or grievance and how to triage these to the appropriate party.
3. Logs are kept that include at a minimum, the initial call, type of call and date of attempted resolution. This log is provided to the Division of Behavioral Health and Recovery for review upon request.

APPROVAL



Kenneth Roughton, Ph.D
Director

03/28/2012

Reviewed without revisions