



# Call Center Assessment & End-to-End Monitoring

## Call Center, Customer Service & Member Services

While call logs are no longer required as part of your universe submission in a program audit, CMS continues to focus on accurate and compliant call classification and resolution. The Compliance Officer Questionnaire now asks how compliance performs oversight of proper call handling and call classification to ensure a positive member experience. This reinforces the need for organizations to focus on internal and delegate call center operations.

BluePeak has solutions to ensure your internal and delegated member call centers are compliant.



### Part C and Part D Call Log Review

BluePeak staff will:

- Review appropriate call categorization or missed OD/CD, Appeals, and Grievances.
- Review universes or call logs for completeness.
- Use algorithms to identify calls at a high risk of noncompliance.



### Call Recording Monitoring

BluePeak staff will target samples from calls identified through the Call Log Review as being at a high risk for non-compliance and listen to those call recordings to confirm incoming calls were appropriately classified as one or more of the following:

- Coverage/Organization Determinations
- Reconsiderations /Redeterminations
- Grievances
- Inquiries



### Training and Process Improvement

Depending on the results of BluePeak's review, or as a standalone service, BluePeak can provide customized training to ensure accurate call classification, by teaching representatives to listen for the key words that CMS targets. BluePeak can also help develop and implement process improvements to keep misclassification issues from resurfacing.

- First Call Resolution training
- Develop training programs and documentation of training programs
- Service Quality programs and standards
- Dashboard reporting creation
- Assist with job descriptions and organization structure
- Oversight and monitoring for CMS regulations

#### CONTACT US

2850 Golf Road  
Rolling Meadows, IL 60008

630.694.5215

[info@bluepeak.com](mailto:info@bluepeak.com)

[bluepeakadvisors.com](http://bluepeakadvisors.com)

