



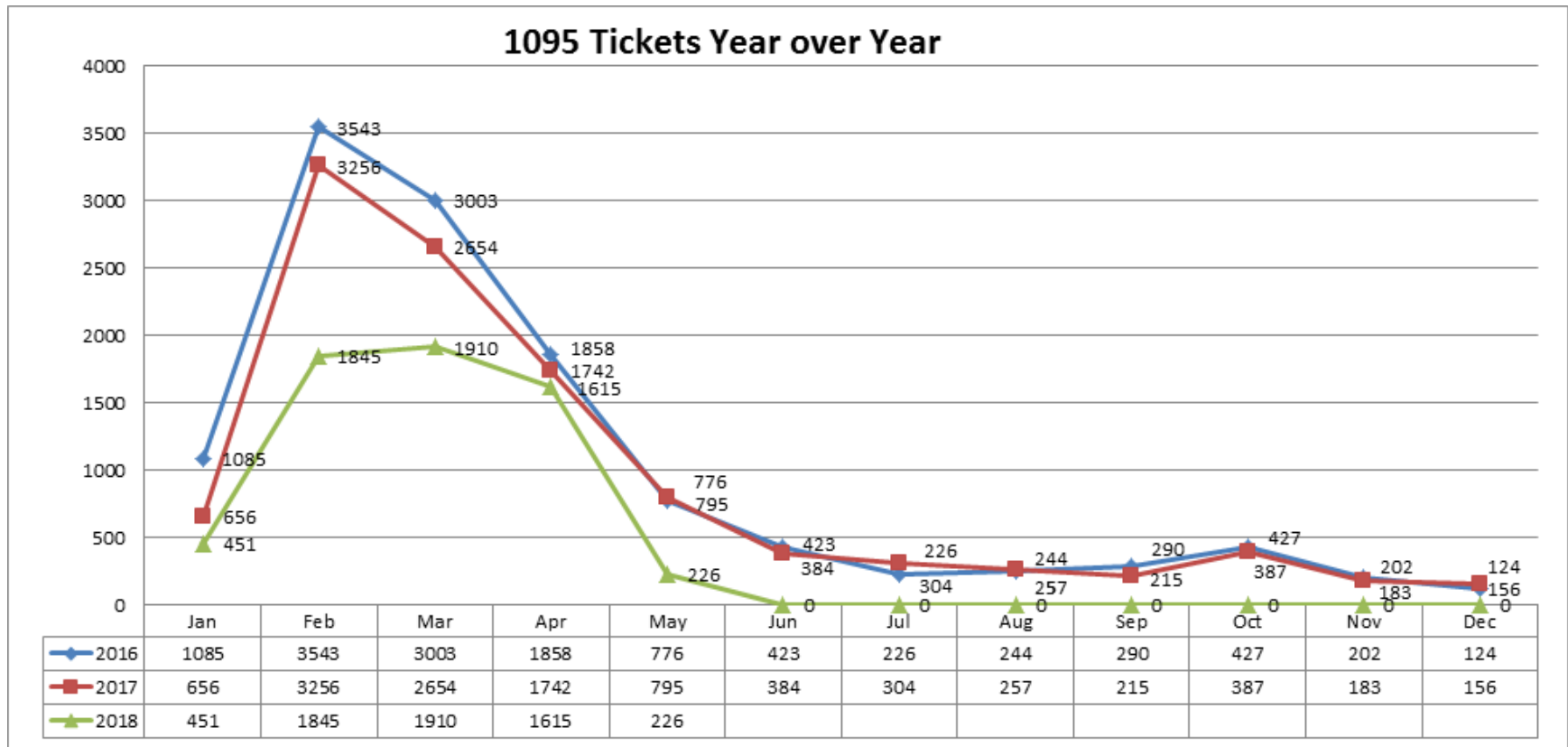
SERVICE CENTER UPDATES

May 18, 2018

Service Center Initiatives

- Advance Resolution Team
- Targeted up-training for Service Center Representatives
- IVR Review
- 1095A Lessons Learned and Opportunities for 2019
- Atlas Ticket Member/Broker View
- Consultant Review of Service Center
 - Processes and Procedures
 - Tools
 - Service Center Resources
 - Training
 - Technology

1095A Dispute Tracking



- YTD 33% reduction in overall 1095A Disputes

Updates to the Atlas View Screen

Customers now have the ability to view additional information about their ticket submissions with the updates that have been made to the Customer Atlas view.

Categories that the member can now view are:

- Customer Name
- Ticket Number
- Status – this will also show verbiage explaining the status
- Category – this will also show verbiage explaining the status
- Sub Category – this will also show verbiage explaining the status
- Date Opened
- Dates Closed
- Date Modified
- Ticket Progress – this will also show verbiage explaining the status.

**Ticket Progress is determined by the Ticket Owner*

- Origin

Accessing your information

To access the information, the customer would log into their C4 account.

In the Overview screen, under 'Am I in the right place?', they will see a bullet with the question:

Did you recently submit a ticket with a Customer Service Representative?

Example:

Am I in the right place?

- Did you recently submit a ticket with a Customer Service Representative? [Check the status and other details here.](#)
- Would you like free, in-person assistance in completing your application? Click [Here](#) to find help in your area.
- Did your employer send you? Click on the [My Employer](#) tab on the left to get started.
- Do you need to enroll ONLY in Dental coverage? Click [Here](#) to start shopping. You can apply for coverage at anytime throughout the year.
- Would you like to enroll ONLY in a vision plan? Click [here](#) to start shopping. You can apply for coverage at anytime throughout the year.

Customer View

Show 10 entries		Search:						
	Customer Name	Ticket Number	Status	Category	Sub Category	Date Opened	Date Closed	Date Modified
DETAILS	Smith, Donna	170921-020998	Open	Coordinating With Carrier	Start/End Date Corrections	Thu Sep 21 3:25 PM 2017		Fri Apr 20 10:29 AM 2018
DETAILS	Smith, Donna	170927-021258	Open	Enrolling	Complete Enrollment	Wed Sep 27 1:10 PM 2017		Fri Apr 20 10:29 AM 2018
<p>Open</p> <hr/> <p>Your account has been assigned to a team member for processing.</p> <hr/> <p>Enrolling</p> <hr/> <p>We were contacted about a question or issue related to enrolling in a health plan.</p> <hr/> <p>Complete Enrollment</p> <hr/> <p>Your enrollment has been completed and is being sent to your insurance company.</p> <hr/> <p>Ticket Progress</p> <hr/> <p>Your issue has been reviewed and we are currently in contact with your Insurance Company.</p> <hr/> <p>Origin</p> <hr/> <p>Inquiry into the Service Center</p>								