

# Service Center & MSU

## OPEN ENROLLMENT PREPARATIONS

- Docs/MVRS are under 200.
  - July 15<sup>th</sup> – 8070 outstanding docs that needed processing
  - Goal is to be at 0 by mid October
- Refresher trainings on broker calls and applications
- Admin Portal Launch
  - Easier to navigate
  - Better search function
  - Less tabs to look at
  - CBMS ID lookup function – allows us to see if the customer has an account established account in CBMS
- Broker Support Team of 10 tier 1 dedicated reps on top of the BRT team

# Continued

- Faneuil Staff Ramp up
  - 15 hit the floor on Oct 5
  - 19 started training on Oct 5
  - 50-60 start training on Oct 26
  - Target for Dec 1 – 120 Total CSRs
- 15 people from C4 in Colorado Springs are being trained on CBMS
  - Take Phone Calls
  - Work Docs
  - Handle all escalations