



COLORADO
Department of Health Care
Policy & Financing

303 E. 17th Ave. Suite 1100
Denver, CO 80203

Customer Service Tier 2 Inbound/Outbound Call Survey

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County Name:	
County Contact for Customer Service Incentive Communications (name and email address):	
Current phone system (name/company: Cisco, 360 Connect, Vonage etc.)	
Is your county task based or caseload based? Or a mixture of both? Is the caseload shared or individualized?	
At your site which staff are responsible to answer inbound calls from members (Ex: staff at the front desk answer incoming calls or an eligibility technician is tasked with answering the phones, and this task is rotated amongst eligibility technicians daily)?	
Expectations around returning phone calls (Calls are sent to eligibility, calls are returned by dedicated call takers, expected timeline of response, etc.):	
Method for ensuring expectations are met (inbound/outbound calls are tracked and how they are tracked, or calls are monitored by leadership for internal escalations and such and are tracked by leadership):	

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