



Member Experience Questionnaire

This questionnaire examines customer service processes, including call center metrics and surveys.

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses.

1. General Information

- a. Email
- b. Organization Name
- c. Name & Title

2. Customer Service Process

- a. What is the process for ensuring that all customer calls and emails are returned within a timely manner?
- b. How do you define timely?
- c. What is your process for answering phone calls and returning voicemails?
- d. Where is your process for answering phone calls and returning voicemails documented?
- e. Where is the HCPF complaint process posted at your site?
- f. How quickly are you required to respond to complaints once you have been notified by HCPF?
- g. What is your process to determine what is considered a complaint and what is considered an escalation?
- h. Who can submit a complaint and/or escalation to HCPF?
- i. How do you use Customer Service Satisfaction Survey DATA at your site?
- j. Based on HCPF's Customer Satisfaction data, what type of business process improvement have you implemented or do you plan to implement?
- k. Based on HCPF's Customer Satisfaction data, what type of training do you provide to your staff and when?
- l. How do you ensure your customer service is timely, respectful and culturally appropriate?

3. Call Center Metrics

If there are questions that are not applicable to your particular eligibility site (for instance, your site does not have a call center) please enter N/A and provide a short explanation where appropriate.



- a. Do you have a Call Center?
 - i. Yes (skip to question 3.b)
 - ii. No
- b. For an average month, how many calls does your call center receive (average of the previous 12 continuous months)?
- c. What is your site's average speed to answer (ASA) for calls based on the previous month?
- d. What is your site's average abandonment rate for calls, based on the previous month?
- e. What percentage of calls are resolved in one call?
- f. What is the average number of calls received monthly?
- g. What is the average number of calls handled monthly?