



# Contact Center Update

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Board of Directors Meeting, October 14, 2021

# Today's Agenda

**The purpose of today's presentation is to provide the Health Connector Board of Directors with an update on the Health Connector's recent cut-over from a prior contact center vendor to Accenture, including:**

- Recap of project timeline and scope
- Details of system cut-over and agent go-live activities from 10/8 through 10/13

**The guiding objective of the operational team continues to be delivering reliable, best-in-class customer service experience to Health Connector members and members of the public in need of Health Connector services and supports. Staff is working with Accenture to achieve stable operations and to prepare for Open Enrollment 2022, which begins on November 1<sup>st</sup>.**

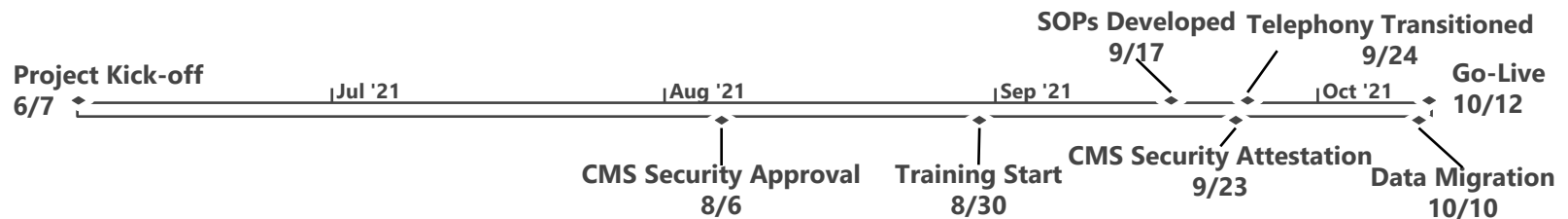
# Implementation Summary

The Accenture implementation was completed in a compressed timeline with support from Softheon, Optum, Carriers, the HIX Project Team and Faneuil.

## Contact Center Scope

- Assist members and Assisters by answering their questions related to eligibility, plan selection, enrollment, billing, payment, how to report a change, and general program inquiries
- Handle all calls in both English and Spanish, and provide translator services for multiple other languages
- Process documents submitted by members to meet identity proofing requirements and program eligibility
- Outreach and coordination with third party vendors and carrier partners to manage cases and meet turnaround times required for timely access to coverage
- Provide quality assurance and customer satisfaction programs to identify opportunities to improve the customer experience
- Provide workforce management program to forecast and manage call and case activity

## Project Timeline



# Cut Over and Start of Production

**The cut-over and transition to production on Tuesday was not as smooth as planned, though system operations were stabilized by the next day.**

- Transition and data migration from prior vendor system started at 6PM Friday, October 8
- New system received a “Go” for production deployment Monday, October 11
- Call Center agents were scheduled to receive incoming calls as of 8AM on Tuesday, October 12
- For unknown reasons (at the time), early into production operations, we began experiencing trouble accepting inbound member calls. This was the case throughout Tuesday, October 12, and into the morning, Wednesday, October 13
- Accenture worked with their vendor partners (Amazon Web Services, and Salesforce) throughout the day, evening and night on Tuesday, October 12, and determined root cause and resolution by noon on Wednesday, October 13. The root cause was relating to complex interactions between calling features, the interactive voice response (IVR) system, and usage volumes
- These interactions had not been discovered in earlier testing, despite several rounds of (successful) high volume testing
- As of yesterday afternoon stable inbound operations have commenced, and calls are coming into agents

# Areas of Ongoing Focus

**Now that the system platform is stabilized, our focus will be on the following areas to continue to improve operations:**

- Agent helpdesk tickets
- Workforce management
- Inventory management
- Reporting
- Quality Assurance

# Looking Ahead

**The Health Connector will continue to closely monitor production and stabilization activities and will apprise the Board of ongoing progress as we head towards the start of Open Enrollment on November 1.**