

MEDICARE PART A BULLETIN

February 14, 1997

General Medicare Bulletin G-268

TO: All Medicare Providers

FROM: Andy DePirro, Director, Program Relations

SUBJECT: **MEDICARE PART A CUSTOMER SERVICE DEPARTMENT: NEWLY REVISED HOURS OF OPERATION FOR CUSTOMER SERVICE TELEPHONE LINES, EFFECTIVE MARCH 3, 1997**

ATTENTION MEDICARE BUSINESS OFFICE: Please distribute to all appropriate health care facility personnel.

General Medicare Bulletin G-263, dated January 20, 1997, announced revised hours of operation for providers serviced by Blue Cross and Blue Shield of Florida, as Medicare Part A fiscal intermediary, for the Customer Service telephone lines, effective January 27, 1997. The purpose of this bulletin is to advise of a change in the revised hours, effective March 3, 1997.

Due to feedback received from our provider community, and in keeping with this intermediary's continuous improvement efforts, a change in the revised hours (reflected below) will be effective March 3, 1997. The revised access hours for the Customer Service telephone lines were implemented in an effort to improve customer service. Prior to implementing these revised hours of access, only six Customer Service Representatives (CSRs) were available 39 hours per week, for a total of 234 hours of customer access. In addition to revising the accessible hours, a total of ten CSRs will now be available 33 hours per week, for a total of 330 hours of customer access.

MEDICARE PART A CUSTOMER SERVICE DEPARTMENT HOURS OF TELEPHONE OPERATIONS - EFFECTIVE MARCH 3, 1997

WEEK DAY	START TIME	END TIME
Monday	9:00 A.M.	4:30 P.M.
Tuesday	9:00 A.M.	4:30 P.M.
Wednesday	9:00 A.M.	4:30 P.M.
Thursday	9:00 A.M.	4:30 P.M.
Friday	9:00 A.M.	12:00 Noon

Customer Service Enhancements Resulting from Revised Telephone Line Access Hours

The revised access hours for the Customer Service telephone lines promote the following enhancements to our Medicare provider customers:

- Increased overall hours of availability (96 additional hours of telephone access per week);
- Additional Customer Service Representatives (CSRs) available for all hours of telephone line access (ten CSRs during access hours instead of six);
- Increased response time; ability to respond to all calls within 120 seconds of wait time;
- Dedicated “desk time” which will allow CSRs more focused time to respond to written correspondence inquiries, and to resolve outstanding customer issues; and
- Expanded capability to provide internal staff training, to ensure our CSRs have the knowledge, skills, and ability to meet or exceed our customer expectations.

CUSTOMER SERVICE DEPARTMENT: (904) 355-8899