Healthy Michigan Call Center
Quarterly Report #2
(FY2017 Appropriation Act - Public Act 268 of 2016)

March 31, 2017

Sec. 1506. The department shall submit to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a quarterly report on the implementation status of the public assistance call center that includes all of the following information:

(a) Call volume during the prior quarter.

(b) Percentage of calls resolved through the public assistance call center.

(c) Percentage of calls transferred to a local department office or other office for resolution.

(d) Number of Medicaid applications completed by the public assistance call center staff and submitted on behalf of clients.

MDHHS

Michigan Department of
Health & Human Services

RICK SNYDER, GOVERNOR
NICK LYON, DIRECTOR

Section 1506- Report #2

(FY 2017 Appropriation Act Public Act 286 of 2016)

MDHHS is still in the development phase of the public assistance call center, now more formally known as the Customer Support Call Center (CSCC). This project when completed in partnership with a vendor will supplement current MDHHS staff tasked with responding to the Department's public access, general customer service, payment information and welfare fraud reporting phone lines, emails and web based portals. These entry points represent over 250,000 customer contacts per year and the goal of the project is to provide Department customers using these channels with timely and more responsive service.

Planning efforts are underway within the Business Integration Center, Project Management Office in partnership with Field Operations Administration, Department of Technology, Management and Budget, and a vendor partner. Initial planning and development is well under way for:

- Development of training material for and reference information for vendor staff to appropriately resolve customer inquiries,
- Ensuring technical routing of calls to appropriate resources when staff cannot resolve a call,
- Development of Interactive Voice Response (IVR) and comprehensive testing of usability,
- Development of quality assurance systems,
- Development and gathering of metrics which will allow management and improvement of service delivery.

Call volumes, types, transfer and resolution time data will be included in metrics available for review once the call center is fully operational.