

OPPORTUNITY ANNOUNCEMENT



Inbound Customer Service



Service Revenue

Service Revenue
\$13.50 per hour*

**\$250
SIGN
ON
BONUS**

Class Schedule*

Phase I –Instructor-Led
10/08/24 –10/28/24

Phase II –Certification Live Call-Taking
Start Earning Revenue!
10/29/24 –11/12/24

No class on : 10/14/24

Class Times Offered

Monday –Friday

9:00 a.m. –3:00 p.m. ET



Certification

Start Earning Revenue on 10/17

Sign on bonus will be added to next paycheck after successfully servicing for 90 days working 30 hours a week with a CA of 93%. Must enroll with a client within 10 days of admissions in order to be eligible.

Hours Available*

Monday –Friday
8:00 a.m. –5:00 p.m. EST

Special Servicing Requirements*

4 hours required on Mondays



Servicing Times Available

Most Hours Available*

Monday –Friday
9:00 a.m. –5:00 p.m. ET

*Subject to change based on client needs
You may be wondering who this client is. Well...due to client confidentiality, we cannot use the client's name or logo here - or throughout the platform -but take a look at the About the Client section on page 2 for specifics.

Certification SOW Servicing Requirements* Agents are required to service a minimum of 15 hours per week



Inbound Customer Service



About the Client

Healthcare Provider is the nation's leading managed healthcare organization specializing in the management of non emergent healthcare transportation benefits. Healthcare Provider's client base consists of state and local government agencies (Medicaid agencies, transit authorities, school boards), managed care organizations and hospitals. (does not own vehicles) they offer a complete outsourcing solution to their clients.



System and Equipment

Equipment Must Meet the Platform Standards

[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

- **Hard Drive Space:**
 - 40 GB of available space
 - 60 GB of total space
- **Memory: 12 GB of RAM**
- **Operating System: Windows 10 or 11**
- **Internet Connection and Speed: Hard-Wired Connection (Not wireless):**
 - Minimum 30 mbps download
 - Minimum 10 mbps upload
 - Maximum Latency Threshold: 50 ms (milliseconds)
 - Dual Monitors (2) required with a resolution of 1920 x 1080 (Full HD or 1080p)
- **Webcam: Required**
- **USB 3.0 Port: Required for use with USB headsets**



Inbound Customer Service What to Expect When Servicing



What to Expect

- Assist members:
 - With transportation to and from appointments.
 - In resolving issues with previous appointments.
 - With a transportation recovery where a scheduled trip has failed.
 - With benefits eligibility.
- Given the nature of certain types of calls, some members may express feelings of distress, impatience, fear, or anxiety. This can pose a challenging situation to handle. However, the experience can also be highly rewarding - having the opportunity to provide valuable assistance to these members.
- Effortlessly maneuver through the client's system by utilizing function keys to ensure accurate processing of ride transportation.
- Collaborating with various departments within to effectively address and resolve transportation and eligibility issues.



Capabilities of Top Performing Service Partners for this Program

- This is a best fit opportunity for Service Partners who want to service **Monday -Friday from 9:00 a.m. -5:00 p.m. ET** -as 90% of hours offered fall in this window.
- Familiarity and or proficiency with the use of Function Keys is recommended. Certification on this skill will be provided.
- Exhibit outstanding problem-solving capabilities while providing knowledgeable and friendly customer service.
- Display patience, empathy, ability to manage stress and ability to work under pressure.
- Demonstrate excellent writing and verbal communication.

Inbound Customer Service CERTIFICATION DETAILS

Instructor-led & Self-Paced Work

Phase I:

Learners will learn about the client, how to navigate systems, and how to address member questions and concerns.

Please note: At times during class, agents may be asked to go on camera.

This course:

- Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation
- Six hours of instructor led content per day and up to two hours of self-paced content

Certification Live Call-Taking Earn While You Learn

Phase II:

- Learners will apply all that was learned in Phase I to live calls, extended to five full-days.
- Time to start earning revenue!
- During the Certification SOW, Service Partners are required to service a minimum of 15 hours per week during times posted and as outlined in the SOW. For this program, 4 of these hours must be serviced on Mondays. Please review the Certification SOW for additional information, including the end date.

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success

Inbound Customer Service CERTIFICATION DETAILS



Certification Completion Criteria

Timely completion of all self-paced modules with 100%.

Successfully pass all quizzes and exams.

Must achieve an Average Handle Time of 615 seconds or less during Phase 2

Must pass three out of five Quality Audits during Phase 2

Service a minimum of 15 hours during Phase II

Successfully pass all quizzes and exams.

Successfully pass role play scenarios with quality guidelines during blended delivery.

Complete Photo ID Verification.

Work environment must be noise free.

All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified.



We highly suggest that you attend class every day -as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of \$20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

SECURITY VERIFICATION ON THE CLIENT PLATFORM

A background check, including drug screening, will be prompted once you enroll in the course.

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify us.
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

***A drug screen is required for this opportunity and must be completed prior to the start of class.**

IMPORTANT!The client program requirements include a **MONTHLY** background check (background only) which agents must complete in order to maintain a business's SOW in good standing. These background checks are processed automatically by client monthly.

The drug screen specimen is evaluated for the following substances: Amphetamines, Barbiturates, Benzodiazepines, Cocaine, Methadone, Methaqualone, Opiates, Phencyclidine (PCP), and Propoxyphene.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check. If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change. The client uses a third-party vendor to complete the background checks. Under certain circumstances, the third-party vendor may reach out to you to clarify your information. Your prompt response to the thirdparty vendor will accelerate the process of completing your background check and enrollment.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.

Please note:

- We will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites -including the HIPAA review and Assessment -have been successfully completed and provided.

OPPORTUNITY ANNOUNCEMENT

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	$\geq 90\%$	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Average Handle Time	≤ 370 seconds*	Talk Time + Hold Time + ACW averaged across all inbound calls handled must be less than or equal to 370 seconds
Process/Policy Error	≤ 3 per month	3 or less errors per month
Post Call Survey	$\geq 96\%$	% of Yes responses to "Was the last person you spoke with courteous?" divided by calls taken
Quality Score	$\geq 96\%$	% of surveys receiving a Quality score of 96% or higher

Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All agents must ensure that they have a professional work environment, when in class and when servicing.
- Commitment Adherence is critical to this program. Agents are responsible for ensuring that they service all hours that have been selected.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are already in “interested” status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a ‘Breach of SOW Client Policy’ for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Angel's Live Ops recommends a thorough review of all policies prior to enrolling in the certification course.