

**HIGHLINE MEDICAL SERVICES ORGANIZATION  
ADMINISTRATIVE POLICY/PROCEDURE**

<b>Title: Staff Availability</b>	<b>Policy Number:</b>	
	<b>Original Issue:</b>	<b>07/14</b>
	<b>Revision Date(s):</b>	
	<b>Review Date(s):</b>	<b>10/14, 12/15</b>

**Last Review Date: April 21, 2016**

 , **President**

---

**Policy**

HMSO believes that all external customers, members, providers, and health plan staff, should have direct access to staff responsible for the specific area of inquiry. Direct access is particularly important for members and providers seeking information about the utilization management process, a specific case or needing to discuss a utilization management decision. To support this policy, HMSO staff are available during normal business days and after hours callers may leave confidential voice mails or send a confidential fax. To mitigate the confusion that a delegated relationship can cause for external customers HMSO staff also use a consistent greeting, voice mail message and email signature block.

**Procedure**

Staff Availability

- Staff are available during normal business days, Monday through Friday.
- Staff responding to utilization management issues are available 8 hours a day from 7:30 am to 3:30 pm.
- The phone tree is structured to connect callers with staff responsible for the caller's specific issue with the following options:
  - Staff specific extension
  - Name Directory
  - Provider Customer Service
  - Medical Management
    - Confidential fax number for specialty referrals and all other authorizations
    - Specialty referrals
    - Labor and delivery authorizations
    - All other inpatient authorizations
    - Skilled nursing and home health
    - Medical Director
  - Marketing and Provider Relations
  - Accounting

- Administration and Operations
- All other or urgent calls.
- Communication services are available free of charge for enrollees to discuss utilization management issues.
  - Collect calls can be accepted by staff to respond to utilization management issues.
  - Language assistance is available upon request with the assistance of participating providers by contacting HMSO Medical Management staff.
  - TDD/TTY services will be coordinated through the delegating health plan.
  - Enrollees contact the plan's TDD/TYY number and request a conference with HMSO Medical Management staff.
- Utilizing the phone tree after-hours callers may leave staff a confidential voice mail or send a confidential fax.
- Annually HMSO will certify the accuracy, completeness and truthfulness of Encounter Data utilizing an attestation form provided by the health plan.

#### Greetings and Voicemail

- Incoming calls, returned calls and voice mail greetings will begin with the following:
  - Greeting, i.e. "Good afternoon" or "You have reached"
  - Name
  - Position or title
  - Organization name.
- All staff will indicate that their voice mail is confidential.
  - The greeting will prompt callers to provide contact information for response the next business day.

#### Email and Fax Disclaimer

- All faxes and email will end with the following disclaimer:

This e-mail, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this e-mail is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this e-mail is prohibited. If you have received this e-mail in error, please notify the sender by replying to this message and delete this e-mail immediately.

- Staff will use Outlook's signature block capability to ensure every email is sent with the approved disclaimer.
- HMSO's signature block protocol is as follows:
  - First name, last name, credentials
  - Title or position
  - Organization name
  - Office Phone number
  - Fax number
  - Disclaimer.
- Staff are not to publish or use their personal home or cell phone numbers for HMSO business.