

Attachment G.5.j Sample Crisis Call Script

DCN:	OPSCS-0030-W	Issue Date:	02/12/2007	Not for distribution or any other use without written permission.
Version:	46	Revision Date:	06/07/2019	
Approver:	Kelley Rosado Ricardo Morales Luis De Jesus Karen Clemente	Contributor(s):	Heather Glanowski Melissa King Brandi Richards Luis DeJesus Latresha Bolden Mark Leiker Abby Abramson Mark Leiker Rachel Kirkpatrick Carlos Miranda John Simpson Melissa Jenny Deb Hemholz Jenny Contreras Andrea Pepitone	

LOB(s):	CCP MCD PDP
Title:	Handling Callers Making Threats to Commit Suicide or Harm Others
Purpose:	In the event that a Member contacts WellCare and behaves in a threatening manner or advises that they intend to commit suicide, harm himself, herself, or someone else,

Note: This situation needs to be handled with care and compassion!

1	<p style="text-align: center;">Determine if the call is a crisis call or a threatening call:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 50%; text-align: center;">IF:</th> <th style="width: 50%; text-align: center;">THEN:</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top; padding: 5px;"> <ul style="list-style-type: none"> A Member mentions/speaks about any of the following: Threatens to hurt or kill themselves or someone else <ul style="list-style-type: none"> Talks about wanting to hurt or kill themselves or someone else Talks about death, dying or suicide </td> <td style="vertical-align: top; padding: 5px; text-align: center;"> <p>This would be a crisis call</p> <p style="color: blue; text-decoration: underline;">Go to Step 3</p> </td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <ul style="list-style-type: none"> A Member mentions/speaks about any of the following: Threatens to hurt you or any other person Threatens to do harm or conduct an act of violence at a specific location Mentions they are a part of or acting on the behalf of a known terrorist organization or hate group. </td> <td style="vertical-align: top; padding: 5px; text-align: center;"> <p>This would be a threatening call</p> <p style="color: blue; text-decoration: underline;">Go to Step 2</p> </td> </tr> </tbody> </table>	IF:	THEN:	<ul style="list-style-type: none"> A Member mentions/speaks about any of the following: Threatens to hurt or kill themselves or someone else <ul style="list-style-type: none"> Talks about wanting to hurt or kill themselves or someone else Talks about death, dying or suicide 	<p>This would be a crisis call</p> <p style="color: blue; text-decoration: underline;">Go to Step 3</p>	<ul style="list-style-type: none"> A Member mentions/speaks about any of the following: Threatens to hurt you or any other person Threatens to do harm or conduct an act of violence at a specific location Mentions they are a part of or acting on the behalf of a known terrorist organization or hate group. 	<p>This would be a threatening call</p> <p style="color: blue; text-decoration: underline;">Go to Step 2</p>
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2	<p style="text-align: center; color: red; font-weight: bold;">Obtain <u>ALL</u> of the following information from the member:</p> <p style="color: blue; text-align: center;">Mr. / Mrs. , I am very concerned that you are upset and want to help. I just need to ask a few questions to see what I can do for you.</p> <p style="text-align: center;">Determine the following:</p> <ol style="list-style-type: none"> 1. If they are alone 2. Member's physical location (where they are at the time of the call) 3. The phone number they are calling from 4. Details regarding their issue and what they are planning to do about it <p style="text-align: center; color: blue; text-decoration: underline;">Go to Step 3</p>						

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3 Determine the Member’s Line of Business (LOB) prior to **Conferencing**.

BEFORE Conferencing the member, the following script should be stated to the caller:

Mr. / Mrs. (last name of caller); I understand and am very concerned about your being upset, so I am going to connect you with someone who can better help you. You will hear silence for a moment while I am connecting you, so please stay on the line as we want to assist you in getting the help you need. I am going to ask the person to speak with you, okay? Will you please remain on the line while I contact my associate?”

Note: If Member does not wish to be connected, get your supervisor or team lead to contact the appropriate Behavioral Health/Crisis number or 911 while you continue to speak with the Member.

All Medicare LOBs	FL Medicaid (WMC) Staywell	FL Medicaid (WHK) Staywell Healthy Kids	WellCare of Georgia Medicaid (GMD) / Georgia Planning for Healthy Babies (GFP)
Hawaii `Ohana Health Plan (ZAB)	Hawaii `Ohana Health Plan (ZMD)	IL Medicaid (IMD)	Kentucky Medicaid (KMD/KAB/KHK)
Missouri Care - Medicaid (MOD)	Nebraska Medicaid (NED)	NJ Medicaid (JMD)	NY Medicaid (NMD/CHP)
SC Medicaid (SMD)		Prescription Drug Plan (PDP)	
Non- Member Calls			

IF:	THEN:
<p>All Medicare LOBs –</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Do not share with members or others outside of WellCare Health Plans</p> </div>	<ul style="list-style-type: none"> Place a Conference call to the appropriate Behavioral Health Crisis line at 1-855-341-1559. Immediately identify the call as a Crisis Call Provide the answering agent with as much detail as possible Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p>

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<p>FL Medicaid (WHK) Staywell Healthy Kids</p>	<p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p> <ul style="list-style-type: none"> Place a <u>Conference call</u> to the appropriate Behavioral Health Crisis line at 1-855-371-2703. Immediately identify the call as a Crisis Call Provide the answering agent with as much detail as possible Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>FL Medicaid (WMC) Staywell</p>	<ul style="list-style-type: none"> Place a <u>Conference call</u> to the appropriate Behavioral Health Crisis line at 1-855-371-2724. Immediately identify the call as a Crisis Call Provide the answering agent with as much detail as possible Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p>

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<p>WellCare of Georgia Medicaid (GMD) / Georgia Planning for Healthy Babies (GFP)</p>	<p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p> <ul style="list-style-type: none"> • <u>Place a Conference call</u> to the appropriate Behavioral Health Crisis line at 1-855-371-2817. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>Hawaii `Ohana Health Plan (ZAB)</p>	<ul style="list-style-type: none"> • <u>Place a Conference call</u> to the Crisis Line of Hawaii at: 1-855-406-5329 • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p>

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	<p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>Hawaii `Ohana Health Plan (ZMD)</p>	<ul style="list-style-type: none"> • <u>Place a Conference call</u> to the Crisis Line of Hawaii at: 1-855-406-5325. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>IL Medicaid (IMD)</p>	<ul style="list-style-type: none"> • <u>Place a Conference call</u> to the appropriate Behavioral Health Crisis line at 1-855-371-2815. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p>

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WellCare of Kentucky Medicaid (KMD/KAB/KHK)

Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.

Return to the caller – DO NOT place the caller back on hold.

Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.

NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911

[Go to Step 4](#)

- Place a Conference call to the appropriate Behavioral Health Crisis line at **1-855-341-1558**.
- Immediately identify the call as a Crisis Call
- Provide the answering agent with as much detail as possible
- Once the call has been connected, notify your supervisor / manager

NOTE: Remain on the line until the clinician has given instructions to release the call.

Note: If you are unable to reach a Behavioral Health professional quickly **Notify a supervisor to call 911**

Missouri Care - Medicaid (MOD)

Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.

Return to the caller – DO NOT place the caller back on hold.

Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.

NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911

[Go to Step 4](#)

- Place a Conference call to the appropriate Behavioral Health Crisis line at **1-855-341-1557**.
- Immediately identify the call as a Crisis Call
- Provide the answering agent with as much detail as possible
- Once the call has been connected, notify your supervisor / manager

NOTE: Remain on the line until the clinician has given instructions to release the call.

Note: If you are unable to reach a Behavioral Health professional quickly

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<p>Nebraska Medicaid (NED)</p>	<p>Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p> <ul style="list-style-type: none"> • <u>Place a Conference call</u> to the appropriate Behavioral Health Crisis line at 1-800-378-8013. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>NJ Medicaid (JMD)</p>	<ul style="list-style-type: none"> • <u>Place a Conference call</u> call to the appropriate Behavioral Health Crisis line at 1-855-371-2816. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p>

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	<p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>NY Medicaid (NMD/CHP)</p>	<ul style="list-style-type: none"> • Place a Conference call to the appropriate Behavioral Health Crisis line at 1-855-371-2766. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager <p>NOTE: Remain on the line until the clinician has given instructions to release the call.</p> <p>Note: If you are unable to reach a Behavioral Health professional quickly Notify a supervisor to call 911</p> <p>Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.</p> <p>Return to the caller – DO NOT place the caller back on hold.</p> <p>Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.</p> <p>NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911</p> <p style="text-align: right;">Go to Step 4</p>
<p>SC Medicaid (SMD)</p>	<ul style="list-style-type: none"> • Place a Conference call to the appropriate Behavioral Health Crisis line at 1-855-341-1556. • Immediately identify the call as a Crisis Call • Provide the answering agent with as much detail as possible • Once the call has been connected, notify your supervisor / manager

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NOTE: Remain on the line until the clinician has given instructions to release the call.

Note: If you are unable to reach a Behavioral Health professional quickly **Notify a supervisor to call 911**

Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.

Return to the caller – DO NOT place the caller back on hold.

Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.

NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911

[Go to Step 4](#)

Prescription Drug Plan (PDG)

NOTE! Hours of Operation for PDP
Mon to Fri: 8 AM to 5 PM EST

- Place a Conference call to the appropriate Behavioral Health Crisis line at **1-888-588-9742**.
- Immediately identify the call as a Crisis Call
- Provide the answering agent with as much detail as possible
- Once the call has been connected, notify your supervisor / manager

NOTE: Remain on the line until the clinician has given instructions to release the call.

Note: If you are unable to reach a Behavioral Health professional quickly **Notify a supervisor to call 911**

Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.

Return to the caller – DO NOT place the caller back on hold.

Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.

NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911

[Go to Step 4](#)

Non Member Calls

- Place a Conference call to the appropriate Behavioral Health Crisis line at **1-855-341-1559**
- Immediately identify the call as a Crisis Call
- Provide the answering agent with as much detail as possible
- Once the call has been connected, notify your supervisor / manager

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NOTE: Remain on the line until the clinician has given instructions to release the call.

Note: If you are unable to reach a Behavioral Health professional quickly **Notify a supervisor to call 911**

Provide them with the member’s address and phone, obtained earlier in the call. 911 will dispatch the appropriate authorities to the caller.

Return to the caller – DO NOT place the caller back on hold.

Continue speaking to the caller in an effort to keep them on the phone until help arrives. Advise the caller that we will continue to seek options to assist them, ask if there is someone that you may call for them, etc.

NOTE! If the member hangs up the phone or the call is disconnected. Notify a supervisor to call 911

[Go to Step 4](#)

4

Notify your leadership that you have a threatening call and request that they take over the call BEFORE conferencing the caller, the following script should be stated to the caller:

Mr. / Mrs. (last name of caller), I understand and am very concerned about your being upset, so I am going to connect you with someone who can better help you. You will hear silence for a moment while I am connecting you, so please stay on the line as we want to assist you. Will you please remain on the line while I contact my associate?”

Note: If Member does not wish to be connected, get your supervisor or team lead to contact 911 while you continue to speak with the caller.

Determine which process to follow:

<u>CSR PROCESS</u>	<u>SUPERVISOR / MET PROCESS</u>
------------------------------------	---

CSR Process: Connect the call to a Floor Supervisor, Manager or a Customer Service Lead. (**threatening calls**)

Provide **details** of the conversation to the representative that will handle the call Document **ALL details** of the call in **Issue Notes** and include the following:

- **Name of the Caller** (relationship to the Member, if applicable)
- The **reason** for the call (why did the caller call in?)
- The **threat** that was made and **to whom**
- What was stated **to the caller**
- To whom the call was **escalated** to
- The **resolution** (if applicable)

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1. Reason Code: **CRISIS** (Crisis/Threatening call)
2. Action Code: **CSEDUC** or **PDEDUC**

Supervisor/Manager Process: The individual who handles the escalated call will **notify their Direct Supervisor or the Director of Operations**

1. The Floor Supervisor, Manager or Customer Service Lead will identify the Caller's problem and attempt to have the issue resolved.

The following script should be incorporated into the call:

"Mr. / Mrs. (caller last name), please note that WellCare takes every threat seriously. We will be notifying all appropriate authorities of this incident".

Please note that if you feel this situation is urgent you do not need to wait for leadership/ legal approval to contact 911.

Call 911 if the caller mentions specific details such as:

- Telling you the name of a person they are going to harm
- Telling you a place where they are going to do harm
- Advising of a timeframe of an attack
- Please note that if you call 911 you are allowed to disclose member/callers name, phone number, address, and any other details asked by the authorities.

1. Document **ALL details** of the call in **Issue Notes** and include the following:

- **Name of the Caller** (relationship to the Member, if applicable)
- The **reason** for the call (the reason the Caller contacted WellCare)
- The **threat** that was made and **to whom**
- What was stated **to the caller**
- Who the call was **escalated to**
- Was 911 contacted, and if so what information and PHI has been relied to the authorities.
- The **resolution** (if applicable)

Customer Service agents use the following:

1. Reason Code: **CRISIS** (Crisis/Threatening call)
2. Use Action Code: **CSEDUC** or **PDEDUC**

Pharmacy agents use the following:

3. Reason Code: **CRISIS** (Crisis/Threatening call)
4. Use Action Code: **RXEDUC**

Note to Supervisors: Make sure you email your VRM in the event that a member's information is given to the authorities.

Pull and save all call recordings, if applicable. If you cannot pull the call(s), escalate to a Manager to pull call.

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DCN:	OPSCS-0030-W	Issue Date:	02/12/2007	Not for distribution or any other use without written permission.
Version:	46	Revision Date:	06/07/2019	
Approver:	Kelley Rosado Ricardo Morales Luis De Jesus Karen Clemente	Contributor(s):	Heather Glanowski Melissa King Brandi Richards Luis DeJesus Latresha Bolden Mark Leiker Abby Abramson Mark Leiker Rachel Kirkpatrick Carlos Miranda John Simpson Melissa Jenny Deb Hemholz Jenny Contreras Andrea Pepitone	

Vendor sites

- Email (vendor.relations@wellcare.com) a copy of the completed form to their internal leadership team and the Tampa VRM team, which consists of: John Burns, Michael Clouse, Abby Davis, Bill Gaither, Julie Logan, Joie Miranda, Sherrika Comeaux, Dionte Dapremont, Racquel Dimanlig, Lou Asis, Iryn Guinto
- Notify your HR department and advise of agents that were involved in conversations with a caller threatening harm to others.

Corporate WellCare

- Email a copy of the completed Threatening Call Template to the Manager, If not available, email to the Director of Operations. In the event that neither is available, email to VP of Operations.
- Manger to notify HR and Legal department and advise of agents that were involved in conversations with a caller threatening harm to others.
- Complete the Threatening Call Form. Click on following link to obtain a copy of the form: [Threatening Call Form](#)
 1. **Notify building security of the situation:** [Tampa Security Phone Numbers](#)

Actions Complete

5 Document using:

Customer Service agents use the following:

1. Reason Code: **CRISIS** (Crisis/Threatening call)
2. Use Action Code: **CSTRAN** or **PDTRAN**

Pharmacy agents use the following:

3. Reason Code: **CRISIS** (Crisis/Threatening call)
4. Use Action Code: **RXTRAN**

All agents use the following:

5. **Issue Notes** Document the Member ID#, name of caller, caller phone number, relevant other individuals involved, reason for call, threat that was made, what was stated to caller, to whom the call was transferred and any known resolution.

Actions Complete

Suggested Keywords: Handling Callers Making Threats to Commit Suicide or Harm Others; Suicidal; Threatening calls; Threats; Director of Operations; Urgent; Crisis; threatening; threat; bomb; scare; suicidal; coe; 911; met; vrm; aloha; Threatening Call Form