Interactive voice command system responds to caller’s request; routes to appropriate department:

- **HealthCare & Urgent Care**
- **Care Management**
- **Behavioral Health**
- **Grievances & Appeals**
- **Claims**
- **Benefits**
- **Enrollee Materials (ID Cards)**
- **Enrollee Authentication**
- **Automated system listens to Enrollee’s reason for call and routes appropriately**
- **Additional 865 call reasons interactive voice commands**
- **Self-Service Tools** (Available to Enrollee after successfully authenticating)
- **Voice of Customer (VOC) Survey** (Administered as percentage of call volume)

**Interactive Technology** to support Enrollee’s ability to self-service or reach a representative:

- **Screening Enrollees for language assistance, emergent, and urgent care needs**
- **Listening to the Enrollee to route calls appropriately and in a timely fashion**
- **Member Services Call Center associates and self-service tools to address non-emergent calls**
- **Quality check to validate enrollee satisfaction and to identify opportunities for improvement**

**Call enters IVR**

**Enrollee calls Enrollee Hotline**

**Language Assistance**

**Medical Emergency**

**Automated system listens to Enrollee’s reason for call and routes appropriately**

**Interactive Voice Response - Business Hours (7AM – 7PM EST | 6AM - 6PM CST)**

- **HealthCare & Urgent Care**
- **Care Management**
- **Behavioral Health**
- **Grievances & Appeals**
- **Claims**
- **Benefits**
- **Enrollee Materials (ID Cards)**
- **Enrollee Authentication**
- **Self-Service Tools** (Available to Enrollee after successfully authenticating)
- **Voice of Customer (VOC) Survey** (Administered as percentage of call volume)
Attachment I.C.12-1 IVR Process Flow
Interactive Voice Response - After Hours (7PM – 7AM EST | 6PM - 6AM CST)

Screening Enrollees for language assistance, emergent, and urgent care needs

Enrollee calls Enrollee Hotline
Call enters IVR

Language Assistance
If YES, Prompt for caller to dial 9 for Spanish or Language Services

Medical Emergency
Directs caller to hang up and dial 911 immediately

Automated system listens to Enrollee’s reason for call and routes appropriately

Listening to the Enrollee to route calls appropriately and in a timely fashion

Interactive Technology to support Enrollee’s ability to self-service or reach a representative

Interactive voice command system responds to caller’s request; routes to appropriate department:

- Care Management
- Grievances & Appeals
- Claims
- Benefits
- Enrollee Materials (ID Cards)
- Additional 865 call reasons interactive voice commands

Self Service tools and opportunity to leave a message to support non-urgent calls

Enter phone number for call back

Self-Service Tools
(Available to Enrollee after successfully authenticating)

Workforce Management Tools ensure prompt response to voicemails and requests for call back

Humana Representative returns Enrollee’s call by next business day