

NAS Contact Center Services

High-Performance Customer Service

Noridian Administrative Services offers high-performance contact center services staffed by experienced customer service representatives who respond to calls from several time zones. Based in Fargo, ND, with additional satellite locations, all NAS sites have considerable room to add staff as your business needs dictate. Additionally, an interpreter service is available for non-English speaking callers. On average, our combined contact centers handle 1.1 million calls annually.

Customer service representatives receive up to four to six weeks of training when they are hired to ensure adept competency skills with callers. A process team leader defines training, quality and process improvement systems, and a team of dedicated training staff lead new hire training courses in addition to mentoring and providing ongoing training to existing team members.

Each representative is well versed in:

- Contact Center Procedures
- Medicare Training Modules
- Multi-Carrier System (MCS), a standardized claims processing system
- Soft Skills—Serving the Customer
- Technology Essentials (PC training)
- Sensitivity Training
- Telephone Techniques
- Principles of Genuine Leadership and Stellar Service

The contact center utilizes a tiered approach to resolving customer inquiries. Customer service specialists assist customer service representatives in resolving issues requiring more guidance. Operational team leaders, who are responsible for general supervisory support of the contact centers, oversee the performance of all customer service representatives.

Operational Support

Noridian Administrative Services uses an Interactive Voice Response (IVR) self-service technology that allows callers to request specific information through the IVR. If that information is not available, or if the caller needs help, the IVR will direct the caller to the contact center for assistance. NAS also supports a web-based tool which providers can use to obtain claim status and eligibility status of their patients.

The contact centers use call reporting software to monitor overall performance, as well as specific response levels of each customer service representative. This creates benchmarks for continuous quality improvement as well as documentation of defined service levels for the customer.

Customer service representatives also have full high-speed access to the Internet and a company intranet to assist in answering customer inquiries. NAS contact centers have on-site technical support to correct any equipment problems. Additional support is provided through Information Services staff based at NAS



headquarters in Fargo, ND. If one contact center is forced to shut down for weather, disaster or other reasons, an automated routing system redirects calls to the other center and a backup contact center located at NAS headquarters. Each center uses the same equipment and information resources, which ensures uninterrupted service for the duration of any contact center shutdowns.

Contact Center Standards

Each contact center must meet the following standards for answering customer service calls:

- Contact center responsiveness requires an average speed of answer (ASA) of 60 seconds or less.
- Customer service representatives maintain an average online expectation. Quality analysts monitor calls for each customer service representative each month to determine quality scores. The contact center must maintain an average of 93% or better in quality call monitoring per quarter.
- For all calls not resolved on initial contact, callbacks are completed within a limited number of business days.
- The contact center must maintain a call completion rate of 85% for customer service representatives and 95% for the IVR system.