



CARES Call Center Staff

Rebecca David
Health Care Program
Manager
August 18th IMAC



CARES Call Staff

- Team of twelve
- Over 175 years of combined Income Maintenance experience
- Every CARES Call Center team member is a former Income Maintenance worker.

NOTE: Photos have been removed from this presentation.



Becky David

- Section Chief
- CARES Call Center team member since 2012.



Libby Mertens

- Cares Call Center Team Coordinator
- CARES Call Center team member since 2013.



Laurie Teubert

- CARES Call Center Systems Lead
- CARES Call Center team member since 2000



Lacesha Edwards

- Emphasis on Long Term Care/EBD
- CARES Call Center team member since 2012.



Mary Grell

- Emphasis on Long Term Care/EBD
- CARES Call Center team member since 2015.



Alma Lezama

- CARES Call Center team member since 2013.



Blanca Lezama

- CARES Call Center team member since 2013.



Deanna Tessman

- CARES Call Center team member since 2012.



Emily Carlson

- CARES Call Center team member since 2012.



Jatinder Singh

- CARES Call Center team member since 2014.



Kris Deblare

- CARES Call Center team member since 2016.



Vacant CARES Call Center Position

- One CARES Call Center vacancy.
- This could BE YOU!





What We Do

- The CARES Call Center is the primary point of contact for local agencies (CARES Coordinators) to resolve policy and systems questions/issues
- Available Monday, Tuesday, Wednesday and Friday from 7:30 – 4:00. Available Thursdays except for between 8-10.
- Liaisons between Consortia and BEPS (Bureau of Enrollment, Policy, and Systems)
- Facilitate the roll out of system and policy changes



What We Do Cont.

- Triage systems issues and coordinate with the Systems section
- Lead Process Support and support other IMAC Subcommittees
- Serve on all policy and process related workgroups
- Convey potential impact of state system and policy decisions on IM operations



What We Do Cont.

- Develop operational process in partnership with IM which supports policy and system requirements
- Assist in writing Operations Memos and maintaining Process Help
- Communicate with Training section on training needs
- Respond to Constituent complaint originating from the Governor's Office, Secretary's Office, etc.



Policy Coordinators

- Policy Coordinators are the Agency representatives who contact the CARES Call Center with policy questions after first determining if the information is already available to the agency from previous Call Center contacts or in DHS resources - manuals, handbooks, Operations Memos, RAQs and training materials.



CARES Coordinators

- CARES Coordinators are the Agency representatives who contact the CARES Call Center for systems issues not related to hardware or connectivity problems. Before calling the CARES Call Center, the coordinator should ensure the problem is a CARES problem and not a data entry error.
- S/he should have all of the pertinent information about the problem and have update access to the case so s/he can implement the corrective measures while talking to the CARES Call Center.



CARES Coordinators Cont.

- **Systems:** When system errors are reported, we determine if there is a solution/workaround, and if not, send on for a case fix (if required). If it's a CARES issue that is not case specific, we will track the item documenting the problem as well as the impact to members. Often times, whether a CARES problem is systematically fixed will be determined based on its impact. For example, how often does the problem happen, what is the impact to the member, is it error prone, is the workaround difficult, etc.



What are we doing now?

- RAQ's (Recently Asked Questions)
- IMOA
- CDPU Oversight and coordination of CDPU visitation to IM Consortia
- Self Employment
- CWW moves and support
- Process Support Chair



Questions?
