

EXHIBIT B

CONTRACT ATTACHMENT 2

Telephone Call Center Services Description and Metrics

Description of Services

- The Contractor agrees to establish and maintain at its own expense a toll-free telephone call center with an automated response system, staffed with trained personnel who will be responsible for:
 - Managing reported claims and workplace incidents;
 - Evaluating the nature of the claim and/or incident and determining the injured employee's immediate medical needs and appropriate level of medical care;
 - Responding to customer inquiries and providing information regarding the status of claims, medical bills, and panels of physicians.
- The call center response message and phone queue options will be developed and agreed upon by the parties.
- The Call Center may allow for the customer to leave a message for a return call.
- **Recorded Phone Calls**
 - The Contractor agrees to record calls and make the recordings available to the State upon request. The Contractor shall retain recorded phone calls for at least twelve (12) months; the Contractor agrees to retain phone calls for longer than twelve (12) months if identified by the State using parameters agreed to by the State and the Contractor.
 - To ensure that call center personnel are managing calls appropriately, providing accurate responses, being polite, using the required script and providing a positive overall experience to the caller, the Contractor shall listen to a sample of recorded phone calls for each call center representative.
 - The program may request call recordings and agent metrics if a customer makes a complaint to the program regarding information or service received by a specific call center representative.
- **Hours of Operation**
 - The call center shall be operable each day except Saturdays, Sundays and legal holidays as defined in Tennessee Code Annotated, Section 15-1-101, as amended, during the hours ___ to ___ central time.

Training and Resources Provided by the State

- The State will provide information, resources, and detailed program information to support the subject matter expertise of the call center representatives.
- Information and updates regarding program requirements will be made on a quarterly basis to the Contractor and its representatives.
- The State will provide a resource representative(s) to interact with the call center manager and/or team members to coordination information, responses and support the Contractor's representatives in communicating and facilitation information to customers.
- The State will provide guidance for call escalations or when calls must be facilitated by the State to reach resolution.
- The Contractor will appoint an individual to manage the call center and be the primary contact for program.

Oversight by the Treasury Department

- The Contractor shall conduct planning and review oversight meetings with the each quarter and shall meet upon reasonable notice to the extent necessary to discharge its duties under this Contract.
- The Contractor will prepare and present an annual strategic plan addressing such matters as agreed to by the Contractor and the State.
- The Contractor shall provide the number of call center representatives necessary to perform the services outlined herein.
- Staffing adjustments will be discussed with the State as necessary and will occur during periods of high volume as needed.

Call Center Response Standards and Metrics

- **Contractor's Responsibilities**
 - The Contractor agrees that the Call Center and the automated phone response center shall have an adequate number of telephone lines to respond to calls and shall each have a toll-free TDD line for hearing impaired callers.
 - Metric Reports will be provided to the State on a weekly basis, to be received by no later than Monday or the first business day of the week at 3:00 pm for the previous week.
- **The Contractor will provide to the State the following Metrics:**
 - Average Response Time
 - Number of Abandoned Calls
 - Average time in Queue
 - Average Handle Time
 - First Call Resolution
 - Call Transfer Rate
- **Metrics**
 - Ninety percent (90%) of calls shall be answered within ninety (90) seconds.
 - All return calls must be made within twenty-four (24) hours.
- **Customer Satisfaction**
 - The Contractor will provide customers an opportunity to complete a customer satisfaction survey and will provide surveys to the State on a quarterly basis.
 - The Contractor will share with the State any positive or adverse comments resulting from the surveys.
- **Failure to Comply with Standards**
 - If the Contractor answers less than eighty-five percent (85%) of calls within ninety (90) seconds, the Contractor shall be assessed a penalty equal to one hundred percent (100%) of the performance incentive amount the Contractor would have received had it satisfied the associated metric herein.
 - *Standards do not eliminate the Contractor's obligation to comply with all other terms and conditions of this Contract and shall not be construed to limit the liability of the Contractor for damages sustained by the State by virtue of any breach of this Contract by the Contractor nor shall they be construed to limit any other remedies available to the State in equity, at law or otherwise.*

Upon termination of the Contract, the Contractor will transfer the toll-free telephone number to the State or its designee for continuous interrupted use to serve customers.