

Pro Care Health Plan, Inc. (Pro Care)	
	Member Services Policy & Procedure
Subject: Telephone Access (General, Urgent and Emergent)	Line of Business: [X] Medicaid
Approval Date: 11/30/07	Document Number: MSD-00-005
Effective Date: 12/01/07	Page 1 of 2
Review Date: 09/24/09	
Most Recent Revision 09/24/09	
Next Review Date: 08/28/10	

I. SCOPE:

This document describes Pro Care Health Plan, Inc.'s (Pro Care) policy on 24 hour, 7 days a week telephone access.

II. POLICY:

Pro Care will maintain this procedure to be compliant MCDH's requirement to allow plan members/providers access to a Pro Care representative , clinical staff person or network provider, 24 hours a day, 7 days a week through its toll free or local telephone line, including an after hours call center.

III. PROCEDURES:

1. Members and Providers may contact Pro Care's Customer Services Division, Monday through Friday, 9 am to 5 pm by dialing 313-267-0315 (local) or toll free at 877-255-3055 for assistance.
2. For Members and Providers attempting to contact Pro Care after hours (5 pm to 8:30 am week days, and week-ends), calls will be forwarded to our afterhours call center.
3. The after-hours call center will refer health related calls to the members assigned Primary Care Physician (PCP).
4. The after-hours call center will refer Pharmacy calls to the Pharmacy Benefits Manager (PBM) help-line.
5. Member and Provider contacts generated from calls received by the afterhours call center will be documented at the point of contact and forwarded to Pro Care electronically.

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6. After hours calls will be reviewed for follow up on the next business day by the Member Services Staff.

IV. MATERIALS:

- a. Leviticus Excel File
- b. AMBS Call Center Excel File

V. REPORTING/RECORDS:

- a. Pro Care will track compliance to the procedure