

PPC 2012 YN Symposium

Questions & Answers

Customer Service:

Q. What's the solution to "missing claims"?

A. Send claims via traceable means. FedEx, Certified Mail, etc.

Q. Will scanning/e-mailing claims be an option in the future?

A. Law states that claims need to be originals with blue ink signature in order to be processed.

Q. What are some things you want senior leadership to know?

A. Review sessions before busy seasons would be helpful. It's hard to remember procedures after 6-12 months has passed. Members need more training! Higher-ups need to know that "call PPC, they'll help you." isn't an acceptable form of guidance for junior members. Seniors need to lead by example and follow policy.

Q: Is anyone experiencing issues with Customer Service requests?

A: 2 hands

Q: Which suffixes do we use, 000 or 001? FPD is changing it if you try to convert a mistake previously made in TPAX?

A:

Q: Can we grant newly reporting member's access to JUMPS?

A: If there is a need, yes

Q: Isn't SDAPS supposed to auto stop upon separation?

A: If the separation has correctly updated in Jumps, all Pay segment should shut down upon separation. As the AO, you should review JUMPS to confirm that all pay segments has shut down.

Q: Do you have a system of checks & balances, within Customer Care to prevent the dispersal of false information.

A: All questions and answers taken by a Customer Care call representative are recorded in the HEAT system. This information can be reviewed by the Call Center supervisor up to the CO.

Q. Does CC capture customer satisfaction data?

A. It is reviewed each week and used for tools to help technicians. We contact or reach out to the member to figure out what happened.

Q. What is the audit limit?

A. \$2500.00 and needs to be retained for 6 years 3 months.

Q. What are the reasons a TPAX account gets closed?

A. Not using the account, timing out, and security issues.

Q. When someone calls in who is not a YN do we tell them to go to their SPO?

A.

Q. Why does TPAX allow to claims to be charged to the same TONO, why doesn't it catch it, is it nor name related?