



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services EIS

801 Ruggles Drive – 2501 Mail Service Center - Raleigh, N.C. 27699-2501
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Gary H. Fuquay, Director
(919) 855-4000

July 2, 2004

Re: Complaints about 1-800 Medicare

Dear County Director of Social Services:

The purpose of this letter is to provide you with information we received regarding the process to follow when someone has a complaint about 1-800 Medicare. Attached is a tracking log and instructions for reporting the complaint. The log can be sent as often as necessary to the e-mail address listed in the instructions.

Please share this information with any client that brings to your attention that he has received an inappropriate referral or has some other issue that needs resolving regarding 1-800 Medicare.

We hope that you find this information helpful.

Sincerely,

Gary H. Fuquay
Director

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Attachments



CMS Agent/Partner,

It is the goal of 1-800-MEDICARE to provide accurate information and referrals to our customers. On occasion, inappropriate referrals may occur, or other 1-800-MEDICARE issues may arise that need to be addressed. Should you receive an inappropriate referral or identify an issue that needs to be resolved, please complete the provided 1-800-Medicare Issues Tracking Log with the requested information. We will use the information to research and analyze the issue/reason for the referral and determine if corrective action is needed.

Accurate information and referrals are critical to our customer service. Due to the importance of this issue, we need certain information to help us track inappropriate referrals and other problem issues. The information we need is found on the tracking log and includes:

- customer's first and last names,
- customer's zip code,
- approximate date on which the customer called 1-800-MEDICARE,
- customer's issue (what is the problem with the call), and
- the 1-800-MEDICARE Customer Service Representative's (CSR) name.

This information will help us research what issues might have led to the referral. If you do not have some of the requested information, please provide as much as possible.

The tracking logs should be submitted in electronic format to the following e-mail address: 1800Medicare/Content@cms.hhs.gov. If you have multiple issues to report, please consolidate them into one tracking log. If you have multiple examples of the same issue, please limit the examples to 5-10 of each. This will give us enough information to do an accurate analysis.

Our goal is to respond to each issue, however a response is not guaranteed. We can assure you that each reported issue will result in an inquiry into the situation. The information we gather from our analysis will be used to make any necessary scripting changes in our desktop and/or to provide any refresher training to our CSRs.

Should you identify an inappropriate referral or any other 1-800-MEDICARE issue, we would like to thank you in advance for filling out the attached tracking log. The information you provide will make it easier for us to improve the customer service we provide.

Thank you for your assistance in helping us provide premium service to our customers.

Sincerely,

The 1-800-MEDICARE Team

Attachment: Issues Tracking Log

