Agent Retail Service Ops

**Agent RSOS Support Team**

**Manager:** Dana VandenLangenberg (HumanaOne) and Orinthous Richardson (Medicare)

**Email Box:** Agent Retail Service Ops. Support [AgentRSOS@humana.com](mailto:AgentRSOS@humana.com)

**Background**

The Agent Retail Service Ops. Support mailbox has been created to support member escalations or issues that arise through member/agent interactions within Humana post sale. The process is designed to create one avenue for you to get your questions answered related to “Medicare” or “Individual” members. Through this process we also log, track and research all valid requests, resolve member issues and identify key opportunities for communications, coaching, training and other process enhancements within service center.

**Goal**

Our goal is to

* Acknowledge that a request has been received.
* Address, identified opportunities, and respond to the requests within 72 hours.
* Provide coaching, training, communications and/or suggest process enhancements where appropriate.
* Provide follow up within 5 business days after acknowledgement

**Agent Process**

**Submitting a concern to the ‘Agent Retail Service Ops. Support’ email box**

To ensure an efficient turn-around time, valid requests are to be sent to the **‘Agent Retail Service Ops. Support**’ mailbox. The sender should provide as much information as possible (**including correct subject line**). If the request is unclear or insufficient for resolution, it may be returned with a request for additional details.

Requests are assigned daily. An acknowledgement email will be sent to the requestor advising that the issue is currently being reviewed. Additional updates will be sent to the sender throughout review period, until final resolution is confirmed. Unless otherwise advised, there will be an update sent every five business days.

*Note:*

* *Turnaround time will depend on resource availability and may change during peak business seasons.*
* *All email responses will be sent secure if external partner you will be required to create and account/log into to see the response.*
* ***Sending Medicare and Individual questions in one email will delay the response and resolution time.***

**Agent Template**

* **A standard *Subject* heading:**

 [Member Last Name Here], [Member First Name Here] [**Medicare OR HumanaOne**]

**NOTE**: Medicare or Individual based on member’s policy, do NOT send Medicare and Individual concerns in the same email)

* **The *Body* should include the following:**

**Agent Name**: (Required)

**Agent SAN**: (Required)

**Member ID #:** (Required)

**Member Name in question:** (Required)

**Reference #:** (If applicable)

**Summary of issue:** (Required)

**Out of Scope**

For issues that are out of scope, you should receive a reply with guidance on where to obtain the requested information.

* Issues from non HumanaOne/Medicare plans
* Commission questions: [AgentSupport@humana.com](mailto:AgentSupport@humana.com)
* AOR clarification, check status and changes: [AgentSupport@humana.com](mailto:AgentSupport@humana.com)
* SPAA Issues
* Medicaid Issues

Note:

Automatic response:

“Thank you for using the **Agent Retail Service Ops. Support** mailbox. Your email has been received and will be worked by one of our Customer Care Specialists. Once your issue has been worked, you will receive an email regarding your issue within 72 business hours. Follow-ups on your member issue will be received every five business days thereafter until the issue is resolved.  Please do not alter the subject line of any emails received from **Agent Retail Service Ops. Support**.  By not altering the subject line, it will route your issue to the correct representative working your issue and allow us to resolve your issue in a timely manner.  Access to care and critical time sensitive issues needing immediate attention should be called in to Customer Service.  Our Customer Care Specialists will provide you with real time guidance and solution.   Our Call Center phone number for Individual is 1-800-833-6917 and Medicare is 1-800-457-4708. Thank you.”