THE FRONTIERMEDEX EMERGENCY RESPONSE CENTER

THE TEAM
The Emergency Response Center (ERC) is the operational front lines of FrontierMEDEX. The ERC responds 24/7/365 to those in need around the world, and is comprised of five groups that work together on managing thousands of cases.

1. Assistance Coordinators and Case Management – Our multilingual assistance coordinators and case managers are available 24/7 to respond to calls from around the world on any type of assistance, from a lost passport to a serious illness or accident or security crisis. Our assistance coordinators and case managers are organized into three teams, or shifts, who each report to a team leader. Cases are assigned to the staff by the team leader in accordance with each coordinator and case manager’s level of expertise.

2. Education, Development and Quality Assurance – New employees spend two months with the education department before joining the Emergency Response Center. The Education team also provides continuing education for the entire ERC. Key topics such as HIPAA are covered both during initial training and during continuing education. This department also manages the auditing program where calls and cases are reviewed to provide ongoing feedback and training to our staff.

3. Resource Development – Resource development manages our provider database and is responsible for credentialing hospitals and air ambulance providers. This multilingual team travels all over the world to visit providers and identify the most appropriate facilities in each region.

4. Medical Team – FrontierMEDEX’s medical team reviews and provides input on all medical cases. The medical team works closely with our case managers to ensure appropriate and quality services. Our medical team is comprised of one M.D., five nurses, and 75 FrontierMEDEX Physician Advisors with various medical sub-specialties.

5. Travel Department – The ERC has its own ARC/IATA certified travel department. This enables the emergency response center to quickly transport family members or employers to a patient’s bedside or to organize a commercial evacuation home.

EMERGENCY RESPONSE CENTER QUALITY ASSURANCE
The Emergency Response Center (ERC) is dedicated to providing high quality customer service to our members in need. The ERC measures this in several ways:

1. Speed in which a member in need reaches the Emergency Response Center:

   Average speed to answer – 7 seconds (2009) and 8 seconds (2008)
   Percent of calls answered in < 60 sec: 99.9%
   Percent of calls answered in < 15 seconds: 90.7%
   Abandonment Rate (Percent of callers who hang up before call is answered): 1.5%

2. Member Satisfaction:

   After each case is closed, we survey 100% of members served. We enjoy a 95% satisfaction rating. We also measure client satisfaction via independent third-party surveys. These are anonymous telephonic surveys of a statistically valid random sampling of FrontierMEDEX’s clients. Responses sought are both qualitative and quantitative. In the most recent results (2008), 93% of the clients surveyed said they were satisfied or very satisfied with FrontierMEDEX. We also maintain a 98.5% customer retention rate.
3. Recording of inbound and outbound ERC phone calls:

The Quality Assurance program at FrontierMEDEX is designed to improve the efficiency of case handling in the Emergency Response Center (ERC) and enhance both client and member’s satisfaction with ERC customer service delivery. The Quality Assurance program aids in training efforts, supplements coordinator promotions, guides disciplinary actions for coordinators performing below the minimum standard, and drives improvement in coordinator accountability.

Quality Assurance Software
One of the keys to the FrontierMEDEX’s Quality Assurance program is the use of a quality monitoring software system. We currently utilize the SVRX quality and recording software system of Edigin®. Some of the unique features of the SVRX system include:

- Voice recordings
- Screen recordings
- Agent performance dashboards

Call Recording
- All phones in the ERC are equipped to interface with the SVRX software and will automatically record every inbound call received or outbound call made by coordinators.
- An announcement prior to connection to the ERC, “calls may be monitored for quality”, alerts callers of the possibility of call recording. An audible beep tone is repeated at regular intervals during the course of the call which notifies both parties that the call is currently being recorded (Maryland is a two-party notification state).

Call Monitoring
The SVRX software allows the Education & Development (E & D) team to input various parameters on how to select random calls for call monitoring. The parameters used for random selection include:

- A specific date range or time period
- A specific agent (or groups of agents)
- Or a combination of both (most common)

The SVRX software captures the phone recording and the computer screen of the coordinator during the call. This allows the E&D Team to evaluate the call in “real time” while listening to the coordinator speaking and watching their computer screen simultaneously. The E&D Team has developed certain criteria, which are used to measure the quality of the call in the auditing process.

Calls can also be purposely selected for auditing. This feature is useful if ERC Management receives a concern from a client or a member about the customer service delivery by a coordinator, or to prepare a synopsis of the events, which occurred during the handling of a particular case. If a particular agent’s call performance is of concern to ERC Management:

- The E&D team is alerted to provide the additional training or coaching needed
- The agent’s Team Leader is alerted to provide the disciplinary action

Record Auditing
Record Auditing is used in conjunction with the Call Monitoring process (although both pieces may be done independently of each other). Record Auditing is a method used to evaluate a coordinator’s ability to display clear and accurate case documentation and next steps for another coordinator to follow. The four main areas of record auditing involve:

- Case Detail (including person record)
- Event Note (reviewed after the call is monitored)
- Review Note
- Next Actions