

## Opportunity at a Glance

Service Type: Customer Service Phone Support

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### Service Revenue

#### Base Rate

\$5.75/ Interval  
\$11.50/ hour

#### Star Revenue Incentive\*

- 5% of base rate or per serviced interval rate for 3 STAR average during the production SOW

\*Star Incentive revenue is not eligible during the Certification SOW period.



### Certification

#### Course Duration

Phase I  
4/1/2019-4/12/2019

Phase II  
4/15/2019-4/17/2019

#### Class Times Offered

Monday – Friday

9:00 AM – 1:00 PM ET

6:00 PM – 10:00 PM ET



### Service Intervals

#### Suggested 30 interval (15 hour) SOW

#### Intervals Available\*

7 days a week  
365 days  
8:00 AM EST – 11:00 PM EST

#### Weekend Requirements\*

8 intervals ( 4 hours) requirements on Saturday or Sunday, or a combination of both

#### Most Intervals Available\*

10:00 AM EST – 5:00 PM EST

\*Subject to change based on client needs

- Peak Volume: Client has a peak volume period that begins in November and runs through early February each year where additional intervals will be posted to account for volume increase.



### Equipment

#### Equipment Must Meet Platform Standards [Click Here for System & Equipment Policy](#)

#### Additional Client Program Technology Standards

- A second monitor is found to be beneficial for this program.
- Systems NOT Supported:
  - Windows XP
  - Windows VISTA
  - Windows 2000
  - MAC OS

## Client Overview

Service Type: Customer Service Phone Support

MDLIVE provides anytime access to board certified doctors and pediatricians from where it's most convenient for patients – home, office or on the go. After registering, within 15 minutes a patient can have a virtual consult to diagnose non-emergency medical issues over the phone or through secure video on their computer or smartphone.

The phone has evolved... so has the way you see a doctor.




## What to Expect

Service Type: Customer Service Phone Support

Here are the scope of services one can expect to handle on a daily basis for the MDLIVE Program

- Assisting new or existing MDLIVE patients in a friendly courteous manner when processing requests for consultations with MDLIVE physicians.
- Assisting MDLIVE patients to reset their login/passwords, troubleshoot their MDLIVE.COM profile and mobile app and if need be, escalate to create ticket in Salesforce for client.
- Making callbacks using the outbound procedure when required by client or patient as a follow up.
- Your agents will need to be very familiar with HIPAA and other applicable healthcare laws and regulations. MDLIVE requires completion of certain healthcare modules each year in order to remain on the program
- Registering new patients on the MDLIVE service through the patient's affiliation or organization



## Certification Course Details

Service Type: Customer Service Phone Support

### Class Times Offered

Monday - Friday

9:00 AM – 1:00 PM  
ET

OR

6:00 PM – 10:00 PM  
ET

**100% attendance in instructor lead sessions is highly encouraged for success!**

Read complete course policies [here](#)



### Phase I Instructor Led eLearning & Self-Paced Work

4/1/2019-4/12/2019

#### This course is:

**IN DEPTH:** Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

**TWO WEEKS:** Two to four hours of instructor led content per day and up to four hours of self-paced content per day.

### Phase II Earn While You Learn! Instructor Led Learning & Classroom Call Taking –

4/15/2019-4/17/2019

#### This course is:

- Must take live customer calls for 2 hours per day (6 hours total), and attend instructor led debrief sessions for 2 hours per day (6 hours total)
- Must consistently follow call flow guidelines while taking live customer calls

### Certification Completion Criteria

- Timely completion of all self-paced modules with 100%.
- Successfully pass all quizzes and exams (Score of 90% or higher on final exam).
- Successfully pass role play scenarios with quality guidelines during blended delivery.
- Successfully pass background and drug screening.
- Orientation sessions: Call center company agrees that each agent will attend program orientation sessions once a week during the term of the Certification SOW. Orientation sessions will be scheduled at times as reasonably requested by the call center company or its agents.
- Pass the HIPAA exam one week prior to the start of class or your business will not be allowed to continue with course
- Must read HIPAA disclaimers 100% verbatim during mock calls and Blended Delivery
- Work environment must be noise free

**PLEASE NOTE – FOR SECURITY PURPOSES LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES,**

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class. Please ensure your agents attend. Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.

## Enrollment Prerequisites

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**THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK,  
DRUG SCREEN & AFFIDAVIT OF ID**

**Step One: A background check which includes a drug screening, will be prompted once you start the enrollment process.**

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage ([FADVReports-NoReply@fadv.com](mailto:FADVReports-NoReply@fadv.com)).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the enrollment specialist: [mperrone@arise.com](mailto:mperrone@arise.com)
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

**IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS**

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure that Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

**Step Two: Notarized Affidavit of ID**

A completed, notarized affidavit of identification with photo ID must be on file.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to [AriseAffidavitOfIdentification@arise.com](mailto:AriseAffidavitOfIdentification@arise.com). When submitting the form, the Subject line must include the Client Program name and the CSP ID

**Please note:**

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites – **including the HIPAA review and Assessment** - have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.

**Service Level Requirements**

Service Type: Customer Service Phone Support

**Service level requirements vary and are subject to change**

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
<b>Commitment Adherence</b>	90% or higher	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
<b>Patient Satisfaction (PSAT)</b>	90% or higher	% of PSAT survey responses receiving an 'Excellent' or 'Very Good' score of 90% or higher / total PSAT survey responses received
<b>Quality Assurance</b>	95% or higher	% of evaluated calls receiving a Quality score of 95% or higher / total calls evaluated

**STAR metrics requirements vary and are subject to change**

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOWs do not include Star metrics

1 Star		2 Star		3 Star	
Metric	Min Requirements	Metric	Min Requirements	Metric	Min Requirements
Quality	≥ 97%	Quality	≥ 97%	Quality	≥ 97%
		AHT	330-450 seconds	AHT	330-450 seconds
				Intervals Serviced per Invoice Period	>30

## Additional Information

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**Log-in codes are confidential, user specific and will only be generated for confirmed course attendees**

- To confirm a company's intent to attend, Arise may be contacting the call center owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your company's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

**A company DOES NOT QUALIFY to participate in this program if any of the following applies to the company or their agent enrolling in the opportunity:**

- Has one or more SOW terminations on file due to performance.
- Has dropped from enrolled status in a client opportunity less than four weeks before expressing interest in this client opportunity.
- Has a Commitment Adherence below 90%
- The call center companies and its agents may not work provide any contracted call center company services to any direct competitor of MDLIVE such as TeleHealth

**DISCLAIMER**

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.