

Top 20 Call Reasons 2016 & Solutions

Top Worker Call Reasons

ALL messages should also be listed on dashboard and viewed in history. We can also add help information via pop-overs on forms and dashboard.

| Call | # of Calls | Solution |
|---------------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Verify CSS/MSS assigned | 10,231 | View on dashboard |
| 2. When will I receive my benefit | 9,653 | Notification via text or email and view on dashboard |
| 3. IW Forms & Publication Request | 7,375 | Send message via IW dashboard advising him he needs to fill out a form. Link to form within message and also include a Popular Forms link off the IW dashboard. |
| 4. What is the current claim status? | 7,067 | View on dashboard |
| 5. Cancel/Change/Add new EFT | 5,349 | View on dashboard – ability to add, change and delete |
| 6. File a New FROI | 4,787 | Before login - File a Claim wizard |
| 7. Forgot username/password | 4,407 | Text or email notification and message via dashboard – advising user that password was changed in case they did not initiate this. |
| 8. Compensation Payment Amount | 3,886 | Notification via text or email and view on dashboard |
| 9. Did you receive my document/application? | 2,883 | Visual cue in wizard flow, notification via text or email and message on dashboard |
| 10. Eligibility – Status | 1,918 | Can we add this to the visual cue in wizard? Notification via text or email and display on dashboard |
| 11. Call/Chat disconnected | 1,869 | Modal window on dashboard |

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| 12. Claim Demographic Info | 1,727 | View on dashboard – ability to add, change and delete |
| 13. Verify MCO assigned | 1,410 | View on dashboard |
| 14. Request for Income Verification Letter | 1,391 | User would submit request online (form) or message via dashboard and could view any updates via messages |
| 15. Translated General Correspondence | 988 | User could submit request online (form) via dashboard and could view via messages |
| 16. How do I find something on the website? | 853 | Search |
| 17. Verify CSS/MSS assigned | 816 | View on dashboard |
| 18. Cancel/Change/Add new EBT | 783 | View on dashboard – ability to add, change and delete |
| 19. New or Alleged Condition and Additional Allowance | 777 | Notification via text or message on dashboard |
| 20. Settlement Status | 704 | View on dashboard |

Top Employer Call Reasons

ALL messages should also be listed on dashboard and viewed in history. We can also add help information via pop-overs on forms and dashboard.

| Call | # of Calls | Solution |
|------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------|
| 1. Account Balance Inquiry/Dispute | 33,888 | View balance on dashboard. User could submit dispute online (form) via dashboard and could view via messages |
| 2. True Up – dashboard | 28,692 | View on dashboard. Create and print via wizard. |
| 3. Forgot username/password | 24,304 | Text or email notification and message via dashboard – advising user that password was changed in case they did not initiate this. |
| 4. Payment Received | 13,446 | Notification via text or email and view on dashboard |
| 5. Cancel Policy Coverage | 12,889 | Via dashboard |

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| 6. Coverage – Status | 12,056 | View on dashboard |
| 7. How to report payroll | 11,952 | Create via wizard. How Can We Help? FAQs |
| 8. Coverage Initiation | 11,315 | Before Login - Apply for Coverage wizard and/or How Can We Help? FAQs |
| 9. Prospective Billing Inquiry | 10,799 | Not employer with BWC - Before Login - Apply for Coverage wizard and/or How Can We Help? FAQs Current employer view on dashboard. (Internal - Ensure this info is current) |
| 10. Employer Forms & Publications | 10,174 | Via dashboard – Popular Forms and/or FAQs |
| 11. Reprint Coverage Certificate | 9,129 | User can print and save/download via dashboard |
| 12. Prospective Payment | 7,824 | Before Login - Apply for Coverage wizard and/or How Can We Help? FAQs |
| 13. How to set up an e-Account | 7,685 | Before Login - Apply for Coverage wizard and/or Forgot/Username password text |
| 14. Disable/Enable e-Account | 6,543 | Dashboard and Forgot/Username password text |
| 15. Verify Receipt of Payment | 6,497 | Notification via text or email and message on dashboard |
| 16. Received Payroll Report | 6,083 | Notification via text or email and view on dashboard |
| 17. Estimated Annual Premium Change | 5,556 | Notification via text or email and view on dashboard |
| 18. Prospective General Questions | 5,445 | Before Log In: FAQs will be listed on Employer page in How Can We Help? section. |
| 19. Prospective Invoice | 5,090 | Before Log In: FAQs will be listed on Employer page in How Can We Help? section. |
| 20. Policy Address Update | 4,669 | View on dashboard. |

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| | | Depending on permissions - ability to add, change and delete |
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Top Provider Call Reasons

ALL messages should also be listed on dashboard and viewed in history. We can also add help information via pop-overs on forms and dashboard.

| Call | # of Calls | Solution |
|--------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------|
| 1. Certified | 2,819 | Assuming current provider – After login Certification wizard. Not current provider – Before login New Provider wizard |
| 2. Name, Address, or TaxID | 1,871 | View on dashboard. Depending on permissions - ability to add, change and delete |
| 3. Name, Address, and Fax Number | 1,708 | View on dashboard. Depending on permissions - ability to add, change and delete |
| 4. What are the allowed conditions? | 1,694 | Dashboard - How Can We Help? FAQs |
| 5. What is the current claim status? | 1,542 | View on dashboard |
| 6. Re-certification application | 1,411 | Wizard or modal off dashboard |
| 7. No record | 1,224 | No record of claim? View on dashboard – status and documents linked to claim |
| 8. Verify MCO assigned | 1,179 | View on dashboard |
| 9. Has the claim been filed? | 1,078 | View on dashboard |
| 10. Verify CSS/MSS assigned | 1,052 | View on dashboard |
| 11. Lapsed | 1,044 | View on dashboard – Lapsed cert? Wizard or modal off dashboard |
| 12. TPA Demographics - Address | 1,028 | View on dashboard. Depending on permissions - ability to add, change and delete |

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| 13. How do I find something on the website? | 883 | Search |
| 14. Provider Forms Request | 770 | Dashboard - How Can We Help? Popular Forms |
| 15. Medco-13 | 758 | Before Login – New Provider wizard |
| 16. Billing & Reimbursement Manual/Policy | 647 | Dashboard - How Can We Help? FAQs |
| 17. Enrolled but not Certified | 601 | After login wizard or modal off dashboard |
| 18. Forgot username/password | 580 | Text or email notification and message via dashboard – advising user that password was changed in case they did not initiate this. |
| 19. File a New FROI | | After login - File a Claim wizard |
| 20. IW Forms & Publication Request | | Can provider send message to IW? If so they send message via dashboard advising that he needs to fill out a form. Link to form within message and also include a How Can We Help? Popular Forms link off dashboard. If provider cannot contact IW directly, they fill out a form request to BWC and BWC sends message. Contact could be a form or email to BWC. |