

Field Agents: Agent RSOS Customer Service Support 3.0



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Agent Retail Sales Operations Support (ARSOS) partners with Agents and internal teams within Humana to coordinate customer service (CS) needs for members. ARSOS should be contacted for all *post-sale* customer service needs.

REMINDER: All *pre-sale* questions including Application Status Checks and Agent of Record (AOR) requests should be directed to Agent Support: ✉ agentsupport@humana.com or ☎ 1-800-309-3163.

Solution for PHI Issues - Member Self-Service

Members can use MyHumana to print/order ID cards, change PCP, update demographic information, live chat with customer service and much more. In order to help you drive retention by encouraging members to take advantage of these self-service options, we have published some helpful job aids in the [Humana MarketPoint University](#), which is located in the Education tile in Vantage.

For Job Aid access:

- Log into Vantage
- Go to the Education tile
- Click the Humana MarketPoint University link
- Enter the search term “*self-service*” to see available resources to you as an Agent
- Detailed ARSOS information can be found by searching the term “*RSOS*”
- Save job aids as a favorite in [Humana MarketPoint University](#)

REMINDER: Utilizing member self-service tools eliminate the risk associated with sharing PHI as well as assist with resolving member issues.

Relay Information to Members – Submit a Service Inquiry

Agents should submit a Service Inquiry (SI) directly through Vantage! This is an easy way to perform customer service tasks and request additional information about members on their book of business. It is secure, allows for pre-population, faster submission, and speeds up resolution.

There are *two ways* to submit a Service Inquiry. Follow these instructions for the method that fits your need best.



Use Vantage to submit a Service Inquiry for request of information.

<u>My Humana Business</u>	<u>Service Inquiry Card</u>
For existing members	For prospective members whose application is in-progress, has not been completely processed, or is not currently in your book of business
<ol style="list-style-type: none"> 1. Login into Humana.com 2. Click Vantage 3. Go to My Humana Business card 4. Click on View All Customers 5. Locate the needed member, Click on their name to access their Consumer Profile 6. Select Create an Inquiry (can be done from any of the 3 tabs) 7. Select the Member's Policy or Application that needs the Service Inquiry (Select the check mark) 8. Select the Inquiry Type 9. Click Next, process the rest of the Service Inquiry, and Submit 	<ol style="list-style-type: none"> 1. Login into Humana.com 2. Click Vantage 3. Go to Service Inquiries card (located below the My Humana Business card) 4. Select Create an Inquiry 5. Select the Inquiry Type 6. Click Next, process the rest of the Service Inquiry, and Submit

REMINDER: Using the My Humana Business card auto-populates a lot of information for your request; using the SI card auto-creates a case to ARSOS.

If unable to submit a Service Inquiry, *Agents should contact ASU to submit ticket for Vantage technical issues.*

Customer Service SOS - Escalated Direct Customer Service Call

This line allows the Agent to by-pass IVR and place frustrated members with ESCALATED issues directly with customer service. This line is **ONLY** to be used when the member has an issue that is hindering the member from obtaining their benefits and/or needs access to care. The **AGENT** makes the call and the member **MUST** be on the line. Use this number from your phone only with the member on a 3-way call or in the room with you.

This number (**866-464-7932**) is tracked and should **NEVER** be given to members or to any external entity or used outside of listed criteria below:

Reasons to call:

- The member has a current clinical need
- The member cannot obtain clinical access (such as picking up a prescription)
- The member has an active medical plan
- The member reports they have an active plan, but they have been termed in error

Reasons **NOT** to call: (Send via Vantage)

- ID Cards
- Benefit questions
- Billing issues
- Enrollment Issues
- Demographic Change Requests
- PCP Change
- Fulfillment Requests
- Medical and Pharmacy Claims

If Agents have exhausted all options for resolving a customer service issue, escalate to Sales Manager, Broker Relationship Manager (BRM) or Broker Relationship Executive (BRE).



Additional Training Available: [Humana MarketPoint University](#) has detailed information on Agent RSOS. Search for the term “**RSOS**” to see all the great content on Agent Retail Service Operations Support.