

Customer Service Caucus Agenda

Monday, July 9

8:00 - 9:45 a.m.	General Session
10:00 a.m.	Welcome and Introductions <ul style="list-style-type: none">- Nancy Creasy, Caucus Chair, Blue Cross and Blue Shield of Kansas City
10:15 a.m.	Plan Updates and Discussion
11:30 a.m.	Call Center Challenges (Roundtable) - <ul style="list-style-type: none">- Medicare Part D and Medicare Advantage- Consumer Driven Health Products- Competitors- Self-service
12:00 p.m.	Lunch
1:00 p.m.	Call Center Challenges (continued)
2:00 p.m.	Break
2:15 p.m.	Call Center Challenges (Roundtable) - Personnel <ul style="list-style-type: none">- Hiring and Retention- Incentives- Training and Development
3:55 p.m.	Evaluations
4:00 p.m.	Adjourn

Tuesday, July 10

8:00 - 9:45 a.m.	General Session
10:00 a.m.	Member Touchpoint Measures - 2007 Updates - First Call Resolution Pilots (Presentation by the Blue Cross and Blue Shield Association)
11:30 a.m.	National Competitor Customer Servicing Modeling (Presentation by Forrester Research, Inc.)
12:50 p.m.	Evaluations
1:00 p.m.	Adjourn

Wednesday, July 11

8:00 a.m.	Review of Discussion Items
9:00 a.m.	Recommendations for 2008
9:20 a.m.	Evaluations
9:30 a.m.	Adjourn
9:45 - 11:30 a.m.	General Session and Closing