

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	May 28, 2024
To:	PPOC.All; ContactCenter.Mgmt.All; ContactCenter.RCC.communication.All; Committee.IVR_ContactCenter.All
CIT Name:	CalSAWS Regional Call Center Refresher Training
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|--|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input checked="" type="checkbox"/> Other__Contact Center/RCC_____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Help Desk |
|---|--|

Description:	<p>Purpose</p> <p>The purpose of this CIT is to provide information on an upcoming Regional Call Center (RCC) refresher training session for all counties.</p> <p>Background</p> <p>The RCCs were established as part of the Affordable Care Act (ACA) in 2013. The RCCs handled calls transferred from the Covered California Service Center for all 58 counties. The RCCs follow an intake protocol when handling calls for other counties. The CalSAWS RCC Intake Protocol can be found on the on the CalSAWS Web Portal: [REDACTED]</p> <p>RCC Staff require additional security to access other county information in CalSAWS. When a call is handled by a county that is not the caller's county of residency the call is documented along with any additional actions needed in CalSAWS using the Call Log Detail page. If additional action(s) are required, the Call Log will be listed on the Subscriber County Review List page for the caller's county of residence to follow up.</p>
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	<p>Additional Information</p> <p>CalSAWS will host a 2-hour RCC refresher training session for all counties. This session will provide information on the following:</p> <ul style="list-style-type: none"> • RCC Functionality and Call Routing • RCC Service Level and Communication • RCC Security • Handling Other County Calls • Subscriber County Review List page • RCC Resources <ul style="list-style-type: none"> • Day/Time: June 12, 2024 1:00pm-3:00pm <p>NOTE: This session will be recorded for those who cannot attend and posted on the CalSAWS Web Portal: [REDACTED]</p> <p>County Action</p> <p>Following the distribution of this CIT a meeting invite will be sent to county PPOCs. Please forward invite to staff to attend.</p> <p>Please ensure your county is represented at the refresher training session.</p> <p>Review RCC Resources available on the CalSAWS Web Portal: [REDACTED] [REDACTED]</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and CC your Regional Managers.</p>
Primary Project Contact:	<p>Sam Svay SvayS@CalSAWS.org</p>
Backup Project Contact:	<p>Logan Pratt PrattL@CalSAWS.org</p>
Attachments:	N/A
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2024" folder. 4. Click on the appropriate CIT # folder.