9.11 RELATIONS WITH THE PUBLIC

RFP Reference: 15.

HMS understands the necessity of all stakeholders that operate in the healthcare industry and remains committed to collaboration. In over 40 years of operation, HMS has built relationships with carriers, providers, payers, the attorney community, and MCOs. In the spirit of that collaboration and the promotion of an effective healthcare system, these entities view HMS as a trusted advisor.

PROMOTION OF COOPERATION AND UNDERSTANDING

RFP Reference: 15.

> All personal contacts and written communications performed by the Contractor in connection with this contract shall be conducted in a manner which fosters and promotes cooperation and understanding, and which does not result in adverse publicity or loss of public support. The Contractor shall notify AHCCCS within five (5) days of receipt of any complaint, or threatened or actual legal action against the Contractor, pertaining to the Contractor's activities under this contract.

HMS monitors public healthcare discussions and keeps pace with policy discussions locally in Arizona and nationally. Where appropriate, and in partnership with our clients, HMS lends its expertise to the conversation so that healthcare dollars can benefit more people. HMS is particularly customer focused and conducts business in a manner that supports the integrity and effectiveness of our clients and partners.

Should any complaints or legal action surface, HMS will notify AHCCCS within five (5) days of the receipt of any complaint, threatened or actual legal action against HMS related to our activities on behalf of AHCCCS. Our operational staff that interact with other stakeholders are trained to be able to intake the issue, effectively diagnose the problem, and provide communications back in a timely and professional manner. This includes caseworkers, attorneys, call center support staff, and our client account teams. We work to mitigate and remedy complaints and are committed to working with the affected parties to resolve issues as they arise.

As part of training, staff are instructed to inform their manager of any written or verbal complaints or threatened or actual legal action immediately. In turn, the manager will take necessary actions, which includes, reviewing information and data, conducting necessary research, listening to any recorded waveform audio files available, conducting follow-up with concerned parties, informing the HMS Arizona Project Director of the complaint. The Project Director will, in turn, notify AHCCCS in writing a detailed account of the concern and providing mitigation and suggested next steps included in order to resolve.

As we have demonstrated throughout our 25 years of service to Arizona, all AHCCCS service–related personal contacts and written communications conducted by HMS are professional. Our refined manner fosters and promotes cooperation with our clients and integral stakeholders. This professionalism, combined with our deep understanding of Arizona Medicaid, allows us to communicate clearly and proficiently, thereby avoiding adverse publicity or loss of support.

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