CHAPTER 45 - AFTER-HOURS TELEPHONE SURVEY

EFFECTIVE DATE: April 28, 2017

Department of Economic Security/Division of Developmental Disabilities (Division) Network staff conduct telephone testing of Qualified Vendors (QVs) contracted to provide “critical services” (i.e., Attendant Care, Homemaker, or Respite services) to ensure calls made to the QV after business hours are answered immediately or returned within 15 minutes.

Survey Process

A. Division Network staff randomly select the QV to participate in the After-Hours Telephone Survey and call the QV, using the QV’s after-hours telephone number(s) identified in Focus.

   Note: All calls conducted Monday through Friday are made between the hours of 8 p.m. and 5 a.m. Calls can be made on the weekends, regardless of time.

B. If the QV answers the call immediately or returns the call within 15 minutes, the Division requires no additional survey-related action from the QV.

C. If the QV does not answer the call and does not return the call within 15 minutes:
   1. Corrective Action Plan (CAP) Submission
      a. Division Network staff will send a CAP request letter to the QV, requiring the QV to submit a CAP to the Division within 14 calendar days from the date of the CAP request letter.
      b. If the QV does not submit a CAP to the Division within 14 calendar days from the date of the CAP request letter, Division Network staff will send a second CAP request letter to the QV, requiring that the QV respond to the Division within five calendar days from the date of the second CAP request letter.
      c. If the QV does not respond to the Division within five calendar days from the date of the second CAP request letter, the Division Contracts Compliance Unit reviews the noncompliance and may follow progressive contractual action as necessary.
   2. CAP Review and Implementation Verification
      a. Division Network staff reviews the CAP and sends a letter to the QV, accepting or rejecting the CAP.
      b. If the CAP is not accepted, Division Network staff will request a meeting with the QV and offer technical assistance if needed.
c. If the CAP is accepted:

i. Division Network staff will conduct three follow-up calls to the QV on different dates/times over three consecutive months.

ii. If the QV answers each after-hours follow-up phone call within 15 minutes as a result of implementing the CAP, Division Network staff will mail a letter to the QV indicating:
   - QV is in compliance with the obligation to answer after-hours phone calls within 15 minutes
   - CAP is closed.

iii. If the QV is not successful in answering the follow-up after-hours calls, the Division Contracts Management Unit reviews the noncompliance and may follow progressive contractual action as necessary.