

#### AUMCPBO—September 2019



# Benefit Administration and Customer Service Update



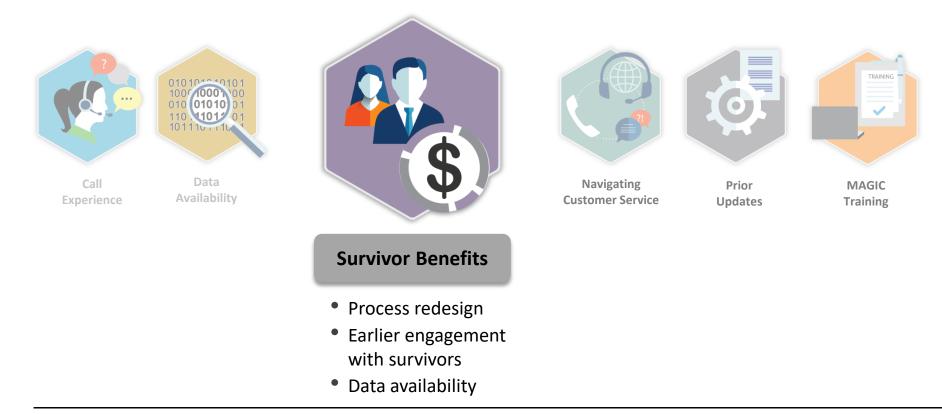


#### **Call Experience**

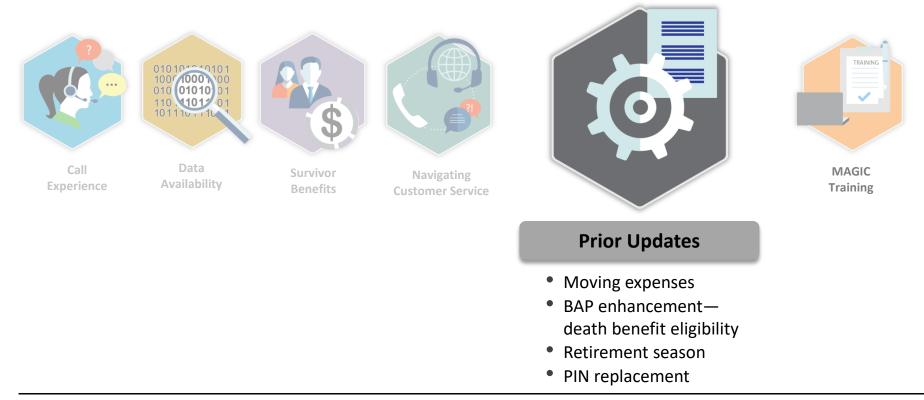
- New process, more personalized
- Escalation process
- IVR evaluation



Privacy for participants









#### **MAGIC** Training

- New training program in Customer Service
- Make A Great Impression on the Customer

