

**opsdog**

**HEALTH PLANS**  
**Customer Service**

**The OpsDog Service Industry Hierarchy**

- Health Care Operations
  - Health Plan Operations
    - Network Development & Management
    - Business Development
    - Actuarial
    - Underwriting
    - Policyholder Services
      - Customer Service
    - Claims
    - Prior Authorization
    - Medical Coding
    - Medical Billing

www.OpsDog.com | info@OpsDog.com | Phone: 201.526.1200 | www.TheLabConsulting.com

**Customer Service: Workflow**

**Workflow Description**

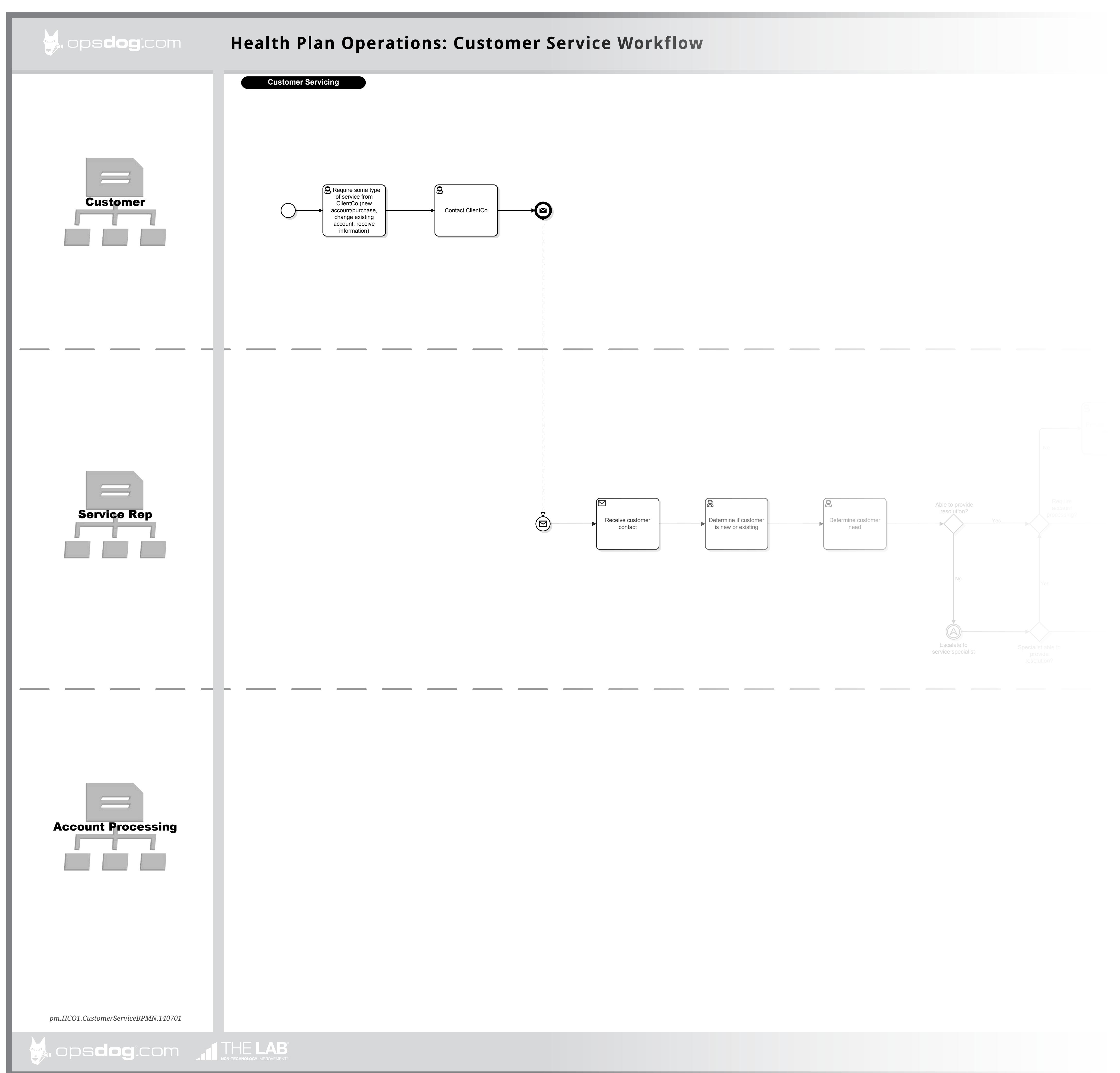
The administration of customer, or member, service activities for health plan enrollees includes the fielding of calls from plan members, account verification, problem escalation (if necessary) and issue resolution and documentation.

**Legend**

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

**WORKFLOW**

**DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT**



Login to **OpsDog** to purchase the full workflow template (available in PDF, Visio, PPT)

**New users get \$20 off their first purchase (registration is FREE!)**