



## Corporate Procedure

<b>Subject:</b>	Remote Customer Care Representative Requirements		
<b>Procedure No:</b>	302.002	<b>Created Date:</b>	2/6/2017
<b>Authorized By:</b>	Director, Contact Center	<b>Review Date:</b>	3/4/2020
<b>Department:</b>	Contact Center	<b>Effective Date:</b>	3/5/2020

**PURPOSE:** To establish guidelines and define standards for work from home (WFH) opportunities for Customer Care Representatives (CCRs) on an ongoing and as-needed basis.

**POLICY:** Policy 302 Remote Access Policy

### **RESPONSIBILITY:**

Standard Remote CCR Requirements and Eligibility:

1. Remote access is not a universal CCR benefit. It is not available for every CCR at Medical Transportation Management, Inc. ("MTM"). Some locations or shifts are more suitable for remote access than others.
2. CCRs that are currently employed with MTM are eligible for consideration to WFH after being employed for 90 days. CCRs must be in good standing and not be on any level or category of discipline – Verbal, Written or Final for Attendance, Behavior, or Performance. WFH privileges will be determined by management based on current business needs and can be revoked at any time without warning. MTM may also hire WFH CCRs from outside the company. These stipulations do not apply to WFH CCRs hired from outside the company.
3. MTM will provide a thin client. CCR will provide a universal serial bus (USB) keyboard, USB mouse and monitor (a dual monitor set up is highly preferred). CCR may also need to purchase a monitor adaptor to attach to the MTM thin client, depending on the monitor. CCR is responsible for immediate return of thin client upon separation of employment or terminate of WFH opportunity.
4. CCR must provide a land line or cell phone with unlimited minutes, an over the ear headset with a mouth piece that hooks up to their phone, a device to download Skype and the Duo Mobile App and a reliable internet connection with a minimum upload speed of 3 mpbs and a minimum download speed of 30 mpbs. Use of wireless and WiFi "air cards" is prohibited.
  - a. MTM is not responsible for any overage charges or excess fees associated with cell phone usage.
  - b. MTM is not responsible for any internet or cell phone start-up, hook-up fees, or monthly charges.

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- c. MTM is not responsible for any costs or expenses, which a CCR incurs in order to WFH. WFH for any length of time is not a guarantee.
  - d. MTM is not responsible for mileage or other vehicle expenses incurred by an employee reporting to the MTM office for meetings or other company related business.
  - e. Supervisor will work with CCR to test and approve connection and setup prior to activating WFH status for existing employees.
  - f. CCR must install cell phone updates when issued by their phone manufacturer, as these often include security updates and bug fixes.
5. CCR is subject to random unannounced audits via Skype, webcam, screen sharing or home visits within designated working hours.
  - a. Employees are required to notify MTM if they move to a new residence as their work environment would need to be inspected again.
6. Employees should not utilize personal addresses on business documentation or business cards.
7. Teleworking employees are obligated to protect the confidentiality and security of all information deemed sensitive or considered protected health information. This information must not be disclosed or able to be viewed by family members or visitors. All related Information Security Policies/Procedures must be adhered to by the teleworking employee. Other security arrangements for teleworking activities may be required as necessary.

#### **Workforce Management (WFM) Processes:**

1. Work hours will be scheduled by Workforce Management. CCR is subject to schedule adherence and attendance policies.
  - a. If it is impossible or impractical to work remotely at home on a particular day due to family circumstances, or any other personal reason the CCR will be subject to the Attendance Policy.
  - b. If the CCR is unable to work due to equipment malfunction or disruption, the following guidelines must be followed:
    - i. CCRs unable to work remotely due to local power outage must notify their Manager and provide proof of the outage within 48 hours. These employees will have two (2) hours to find an alternate work location. The alternate work location must be a secure, private residence. If no alternate location is available, the employee must use available PTO and the remainder of the shift will be excused. If no PTO is available the remainder of their shift will be unpaid/excused. Employees demonstrating a pattern of abuse will be subject to the attendance policy.
    - ii. CCRs unable to work remotely due to an MTM system/network failure that lasts less than half of their scheduled shift will not need to use PTO during this outage and no points under the attendance policy will apply. If the MTM system/network failure lasts longer the employee must use available PTO, otherwise the remainder of their shift will be unpaid/excused.

- iii. Outages due to Natural Disasters will be evaluated on a case-by-case basis by Workforce Management based on the impact and scope of the event.
  - iv. System outages that are out of the control of the CCR where documentation can be provided i.e. from electric company, Internet company, etc. may be excused, with proper documentation.
2. New Hire External WFH employees that are going to be 8 or more minutes late during the initial 3 week (classroom and nesting) training period must contact their designated trainer before the 8 minute mark. Trainers can be contacted via email, phone, or text and must be notified of the reason for the tardiness. If the CCR is troubleshooting technology and working with the IT help desk they will be counted as present as long as the trainer is notified prior to the 8 minute mark.
3. Any equipment malfunction or outage that requires the CCR to be offline for longer than one hour must be reported to the supervisor by the CCR. CCR may need to clock out for the day per manager discretion.
4. CCR must be available for meetings as deemed necessary by management during scheduled work hours.
5. It is expected that each WFH employee will maintain a professional and quiet work environment that is free from non-work related activities, distractions, or any other type of interruption that may adversely impact their ability to conduct company business during scheduled working hours. Employee agrees to conduct himself/herself in a professional manner at all times and must not have any interference from employees' personal setting at home, and be able to ensure he/she is fully able to complete work assignments on time. CCR may not be the sole care provider during work hours for any child under the age of 12. Excellent customer service is required.
6. CCR is expected to perform at or above their current CCR expectations.
7. CCR is expected to report any technical issues (internet issues, dropped connection, hardware problems) to their supervisor, Workforce and the IT Helpdesk immediately.
8. CCR is expected to respond when contacted by Supervisor, CC Management or WF Management and must be reachable by both phone and email to communicate during scheduled shift.
9. CCR must be clocked in at scheduled time and ready to perform any work related duties. No work should be performed unless at time scheduled by Workforce Management and the employee is clocked in.
10. Upon termination or separation from the company, CCR will return all property of company to MTM within 48 hours to the nearest MTM office. If there is no local office within thirty (30) miles, the CCR may request a prepaid USPS return label to be provided by MTM, employees returning equipment via USPS will be expected to return all issued equipment within forty-eight (48) hours of receiving a return shipping label. Failure to do so will require MTM to report loss of equipment to local authorities.

**As-Needed and On Call CCR Requirements:**

1. All WFH eligibility and requirements are the same for "On-Call" remote CCRs.
2. CCRs are eligible to WFH in preparation for or in reaction to qualifying events. Qualifying events include but are not limited to:
  - a. Inclement weather

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- b. Building closure
  - c. Business needs i.e. call volume, contract implementation, or any other need identified by Workforce Management.
- 3. CCR must provide a home computer or laptop, a land line or cell phone with unlimited minutes, an over the ear working headset with mouthpiece that hooks up to their phone and a reliable internet connection, with minimum speeds of 30mbps download and 3mbps upload. A dual monitor set-up is highly recommended. MTM is not responsible for any overage charges or excess fees associated with cell phone usage. MTM is not responsible for any internet or cell phone start-up, hook-up fees, or monthly charges. CCR will require a device to download to the VPN via the Duo Mobile app. Connection must be tested and approved by IT prior to approval for WFH program.
- 4. On Call CCRs will be selected prior to qualifying events and provided with the necessary login information.
  - a. Supervisor will work with CCR to test and approve connection and setup prior to activating WFH status.
  - b. Workforce Management will notify CC Management to activate WFH status when needed.

This procedure is reviewed on an annual basis for appropriateness and effectiveness.