



Customer Service Standards

BOC's Five Star Customer Service Distinction Certificate is available for currently accredited companies that desire to achieve recognition for their commitment to customer service excellence. For companies wishing to receive this distinction they will need to apply for the BOC Five Star Customer Service Distinction Certificate.

Additional customer service standards beyond the CMS requirements focus on the presence of a customer service culture that addresses key engagement points, staff training and evaluation, assessing customer satisfaction and driving continuous customer service improvements.

The additional customer service standards will be reviewed at the time of the accreditation process. Customers must meet these requirements to receive BOC's Five Star Customer Service Distinction Certificate. The standards include seven additional sections that focus on key principles for customer service excellence.

BOC's Five Star Customer Service Distinction Standards align to the Key Principles of Excellence in Customer Service.

Key Principles for Excellence in Customer Service

1. The organization has a culture that is customer centric.
2. All customer engagement points are addressed in the customer centric model.
3. The customer satisfaction measurement process is established and monitored.
4. Staff are trained and knowledgeable about all products and services provided.
5. The customer complaints resolution process is documented.
6. The organization provides customer communications and education on the services and products provided.
7. Continuous customer service monitoring occurs with resolution to gaps and issues.
8. The Performance Improvement Plan includes customer service metrics providing an annual evaluation of results and opportunities for improvements.

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These principles can be posted in your facility to demonstrate your commitment to service excellence. During the period that you hold the distinction, you can include the designation logo in your marketing materials, webpage, and email communications. A press release template is provided to announce your achievement. Marketing guidelines from BOC will be provided for these activities.

Setting the Standard for Serving Others

Board of Certification/Accreditation • 10461 Mill Run Circle • suite 1250 • Owings Mills, MD 21117
877-776-2200 • bocusa.org



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Part 1. Customer Service Standards

Section A. Customer Service Culture and Values

A.2.0. The organization has a customer centric culture, and all members of the organization are knowledgeable of the customer service model. Leadership is committed to customer service values and reinforces these values with staff.

A.3.0. Commitment to providing customer service excellence is evident in the company values, goals, or mission statement.

Section B. Customer Satisfaction

B.2.0. Customers are greeted upon the initial engagement point. Gratitude for the customer's patronage is expressed at the completion of the customer engagement. Customer service follow-up engagement points are identified based on the service model for the company (e.g., Drop-ship versus referral facility versus in-person service versus home delivery). For in-person, facility delivery or home delivery, customer and/or facility staff are greeted, and gratitude is expressed at the completion of the customer engagement. For drop-ship deliveries, an outreach contact to the customer should occur. Customer satisfaction is measured for services rendered at the points of engagement.

Section C. Staff/Contractor Training & Performance

C.2.0. All staff are trained on the key values of the organization's customer service model. Training documentation is maintained in the staff training file. For companies with contract service delivery, the company's key values for customer service should be evident.

C.3.0. Staff performance reviews include evaluation of performance relative to customer service values. For companies with contract delivery service agreements, evaluation of customer service values performance should occur. Customer service standards for contract delivery companies need to be held to the same standard as the supplier.



C.4.0. Changes in customer service processes are documented and communicated to staff and/or contract service companies if appropriate.

Part 2. Consumer Service Standards

Section A. Supplier Plan of Care

A.2.0. The supplier's plan of care should identify the educational needs of the patient relative to the physician's order and supplies provided. This should include an assessment of the home environment (if appropriate), the patient's understanding of the plan of care, educating the patient on the maintenance and use of the product. Non-compliance with the plan of care should be communicated to the prescribing provider or treating practitioner.

A.3.0. Patients or providers are provided information regarding benefit coverage for the products or services.

Section B. Product Information, Delivery and Documentation

B.2.0. Customers receive timely responses (within two business days) to their inquiries and order processing.

B.3.0. Delays in timely responses are documented with alternative resolutions/options noted.

B.4.0. Documentation of customer service follow-up is specific to the product that is provided. Customer service follow-up should be completed upon the initial delivery and for rental use should also occur at the appropriate intervals for the product.

Section C. Complaint Resolution

C.2.0. The organization has a customer complaint protocol that is communicated to staff and visible to consumers. Consumers should be aware of the process for obtaining resolution to complaints to include manager's name/contact number, BOC, and CMS's numbers.



C.3.0. All customer complaints are addressed in a timely manner, within two business days, and the resolution is documented.

Section D. Performance Improvement Plans

D.2.0. The performance improvement plan should include evaluation of opportunities for improvement in customer service based on monitoring of key metrics. Key metrics may include (customer service goals, surveys, complaint and adverse event logs, staff/contractor performance).

D.3.0. The performance improvement plan should include action plans to address opportunity areas for improvement.

D.4.0. Monitoring of results for the performance improvement plan should be evident.