BOC Reaccrediting Customers ONLY

Earn *BOC Accreditation with* Five Star Customer Service Distinction.

What is BOC Accreditation with *Five Star Customer Service Distinction*?
This accreditation with distinction recognizes BOC facilities for making the commitment through process and training to provide excellent customer service every day.

What are the benefits of earning BOC accreditation with a customer service distinction?
Earning BOC accreditation opens doors for your business by demonstrating that you meet CMS requirements and recognized by CMS and other third-party payers. Meeting the additional set of service-related BOC standards validates your commitment to service excellence and provides a way to differentiate your business; both with customers and business partners who recognize the value in operating a business with a customer-centric mindset. You will receive special notification to be posted in your office in addition to pre-drafted communications to be shared with customers, vendors, partners and payers.

How do I earn BOC Accreditation with *Five Star Customer Service Distinction*?
BOC-accredited providers can earn the distinction as part of their reaccreditation process by submitting the special application and preparing to meet the additional 16 BOC Standards during the reaccreditation site survey. The surveyor will assess your compliance with the additional service-related items on the site survey checklist. Your survey results will be processed as usual, and your accreditation with *Five Star Customer Service Distinction* is valid until your facility's next reaccreditation cycle*.
** Pending no validated customer complaints filed with BOC during that period and ongoing compliance with the Standards*

How do I apply for *Five Star Customer Service Distinction* and prepare for the site survey?
Contact Jane Webster @ BOC: Jane.Webster@bocusa.org She will send the special application and survey checklist so you can prepare to meet the additional BOC Service Standards.

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

Does *Five Star Customer Service Distinction* require an additional site survey?
Absolutely not. The additional BOC Standards will be reviewed as part of your reaccreditation site survey.

How will my customers, vendors, and colleagues know that my facility has been recognized for customer service excellence?
You will receive special notification to be posted in your facility, in addition documents outlining the customer service principles that are the foundation of the recognition, as well as pre-drafted communications to share with customers, vendors, partners, media and payers.

- ✓ **Commitment** to providing customer service excellence is evident in all activities.
- ✓ **Alignment** between management and staff on customer service values.
- ✓ **Focus** on customer service is included in all activities.
- ✓ **Engagement** with customers, coworkers, and vendors with a customer-first approach.
- ✓ **Exceeding** customer expectations.