



Customer Service Plan

State of Indiana
Department of Administration
On Behalf of
Department of Child Services

Genetic Testing Services

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Customer Service Plan

1.0 Customer Service Support Team

Laboratory Director	Dr. George C. Maha
Regional Account Manager	Marjorie Loy
Customer Service Manager	Teresa Clifton
Customer Service Supervisor	Onnette Moore
Customer Service Supervisor	Shernell Radcliffe

2.0 Purpose

This customer service plan is intended to provide the State of Indiana, Department of Child Services (DCS) with performance measurements for Labcorp's response to all customer service aspects of the Statewide Genetic Testing Services service level requirements.

3.0 Scope

Labcorp is tasked with ensuring a Customer Service Plan with metrics that indicate customer service responsiveness to the service level requirements for the State of Indiana Genetic Testing Services contract.

The components of the Customer Service Plan are as follows:

A. Initial Implementation of Services

- Statewide Coverage
- Contact the County Prosecutor's Offices
- Coordination of Collection Sites/Schedules
- Secure the Services of Specimen Collectors

B. Multi-tier Customer Service

C. Response Times

A. Initial Implementation of Services:

Labcorp begins planning for our proposal submission upon receipt of the solicitation. At the time of receipt, Labcorp evaluates the resources needed to perform the required specifications. The dedicated Account Manager will perform this initial review in conjunction with the Vice President & General Manager, Contract Manager, and Laboratory Director. The Account Manager reviews the specimen collection schedule, the personnel needed for the specimen collections, and any other administrative aspects of the potential contract. The Account Manager also contacts any local Labcorp facility to confirm their ability to support the contract and, if applicable, begins preliminary requests for additional personnel.

▪ Statewide Coverage

Labcorp will provide appropriate genetic testing services to all Indiana counties, regardless of size or location. Labcorp will conduct genetic testing services for the collection of genetic material for all 92 County DCS offices, or as requested by a county PA

office, at locations and schedules that meet the individual needs of the county. Labcorp will promptly provide information outlining our experience and services to any county upon request and will enter into a standard County-Vendor Genetic Testing Agreement if a county chooses Labcorp.

Labcorp maintains, exclusively for the use of its clients, more than 2,000 company-operated Patient Service Centers conveniently located throughout the United States with twenty-four (24) located in Indiana available to the State for paternity collections. Through this support system Labcorp provides a variety of specimen collection, client support, and patient services. Our large network of laboratory facilities allows Labcorp to deliver effective and dependable daily service, which is also supported by our extensive courier services. Labcorp also utilizes a large database of over 11,000 alternate sample collection locations worldwide. Labcorp's collection site resources include, but are not limited to, our 2,000 company-operated Patient Service Centers, prisons, US Embassies, US Military installations and hospitals. More importantly, Labcorp has extensive experience in scheduling persons for collection in these various sites. In total, Labcorp has access to over 13,000 collection sites from which Labcorp can service the collection needs of this contract, regardless of a county's size. Labcorp has a dedicated staff to help with the State's specimen collection needs, including Labcorp's IdentiLinkSM web-based computer system.

▪ **Contact the County Prosecuting Attorney's Offices:**

Marjorie Loy, Regional Account Manager, is responsible for contacting each County DCS office to coordinate collections sites and schedules.

▪ **Coordination of Collection Sites/Schedules:**

Marjorie Loy, Regional Account Manager, is responsible for coordinating and securing collection sites and schedules. Ms. Loy will tailor the services around the needs of each individual County DCS office, regardless of the size of the county.

Labcorp maintains twenty-four (24) company-operated patient service centers throughout Indiana that are available for paternity collection. Should a new site be needed a Labcorp employee can perform an on-site inspection to determine its feasibility prior to utilization.

Ms. Loy will finalize the personnel, collection sites, and training schedule for the specimen collection services for this contract. She will contact each County DCS office

to coordinate collection schedules, locations, on-site collections (for those offices that desire them), and will ship supplies.

All supplies required for specimen collection, party identification, specimen packaging and transportation will be sent to each draw site, as necessary based on the collection schedule.

Upon completion of this task the collection site/schedule information is loaded into an electronic file where it will be maintained and updated as needed through the term of the contract.

▪ **Secure the Services of Specimen Collectors:**

Marjorie Loy, Regional Account Manager, is responsible for securing the services of specimen collectors. In the State of Indiana, Labcorp anticipates utilizing its employees from our twenty-four (24) company operated patient service centers throughout Indiana.

Labcorp has estimated that the number of FTE's required statewide to collect samples in all counties to be five (5) to six (6) individuals with backup collectors available to cover in emergency situations.

In the counties where there are no parties scheduled for testing in a given week, Labcorp desires a twenty-four (24) hour notice to inform all concerned of the cancellation.

All supplies required for specimen collection, party identification, specimen packaging and transportation will be sent to each specimen collector, as necessary based on the collection schedule.

Upon completion of this task the specimen collector, collection site/schedule information is loaded into an electronic file where it will be maintained and updated as needed through the term of the contract.

B. Multi-tier Customer Service:

Labcorp provides a multi-tiered approach to servicing its clients by utilizing customer service representatives to answer routine inquiries. They direct calls to the account managers, supervisory/management staff, or doctoral staff which permits more in-depth investigation, and assures our clients personal and timely resolution to concerns and problems. Our courteous and knowledgeable customer service representatives are available from 8:00 a.m. to 7:00 p.m. Eastern Standard Time. Personal attention and interaction are a priority for our clients and every effort is made to address concerns or bring resolution to problems within a twenty-four (24) hour timeframe.

Labcorp's multi-tier Customer Service system, which includes:

- A team of customer services representatives available to respond rapidly to County DCS inquiries, schedule cases, check on case status, etc.;
- A dedicated Regional Account Manager, Marjorie Loy, assigned to the State of Indiana is responsible for the overall implementation of the contract, monitors case status, complaint resolution, monthly reporting, bills, specimen collections, training, and assists with special needs;
- A Doctoral (PhD) staff member is available for consultation and technical discussion;

The **Customer Service Team** currently consists of courteous and knowledgeable customer service representatives that are available from 8:00 a.m. to 7:00 p.m. Eastern Standard Time, Monday through Friday. This team of customer service support representatives can be reached by calling **(800) WE-DO-DNA** or (800)742-3944 or by email at dna@Labcorp.com. This staff of representatives is trained in providing rapid responses to inquiries regarding the status of a case. Personal attention and interaction are a priority for our clients, and every effort is made to bring resolution to questions within one business day.

Labcorp makes every effort to be sensitive to cultural differences of its clients. Part of this sensitivity is to provide translation services. Currently Labcorp employs bilingual and also subscribes to a translation service that can assist in communicating in many languages. Labcorp also can provide Spanish translations of much of its literature and Client Authorization/Chain of Custody forms.

Customer Service Manager:

Teresa Clifton, Manager, with over thirty-three (33) years of experience at Labcorp, oversees a large staff of customer service representatives readily available to respond quickly to inquiries. Ms. Clifton is responsible for managing our team of Account Managers and Account Specialists who interact directly with our clients on a daily basis. Ms. Clifton is the contact person for any customer service related issues.

As Manager, Ms. Clifton's responsibilities include supervising and managing the administrative functions of parentage testing, including customer service and intergovernmental scheduling. She manages the daily operational activities of the paternity Customer Service Department including work flow, quality control and cost management.

Customer Service Supervisor:

Shernell Radcliffe, Customer Service Supervisor has twenty (20) years of experience at Labcorp. Ms. Radcliffe leads our team of Account Specialists responsible for scheduling parties' intrastate/interstate DNA appointments, coordinating non-routine sample

collections including incarcerated individuals, parties outside of the U.S., and other non-routine DNA collection scheduling. Ms. Radcliffe provides follow-up to customer inquiries and oversees a team of agents who resolve sample collection issues. Ms. Radcliffe responsibilities also include coordination of the daily work flow within the Customer Service Department.

As Customer Service Supervisor, Ms. Radcliffe performs training, audits and administrative duties involved in Customer Service. Ms. Radcliffe has extensive knowledge of the requirements required to support Child Support Agencies and communicates Contract Requirements to the Customer Service Team.

Customer Service Supervisor:

Onnette Moore, Customer Service Supervisor has twenty-two (22) years of experience at Labcorp. Ms. Moore supervises our team of Account Specialists responsible for handling incoming phone calls from our clients.

As Customer Service Supervisor, Ms. Moore's responsibilities include training and supervising the day to day operations of Account Specialists. Ms. Moore assists in answering questions regarding established procedures, provides guidance with callers, and handles escalated calls when needed.

Regional Account Manager:

Marjorie Loy, Regional Account Manager has over twenty-one (21) years experience with Labcorp, over eight (8) years in the DNA Identification Testing Division. Ms. Loy is dedicated to Indiana and will serve as the key point of contact for the County DCS offices. In addition to a large staff of customer service representatives readily available to respond to routine inquiries, Ms. Loy interacts with clients to ensure training issues are addressed and provide more in-depth research of client questions and issues. Ms. Loy will coordinate the implementation of Labcorp's genetic testing services and resolve any issues that may arise regarding these services. Ms. Loy will also monitor case status, provide monthly reports, invoices, specimen collections, training, and assists with special needs. Ms. Loy will also be responsible for the investigation and subsequent correction, if applicable, of all inquiries and complaints received. Ms. Loy may be contacted at (800) 742-3944, Extension 67445, by fax at (336) 538-2200, and by e-mail at loym@Labcorp.com.

Any customer service issues or disputes should be reported to Ms. Loy for investigation. Ms. Loy will involve the necessary individuals, based on the type of issue or dispute, for complete resolution. Labcorp will respond to customer service issues or disputes, in writing, within three (3) business days with a proposed resolution.

The Doctoral Staff (PhD):

Our Doctoral Staff of five (5) PhD's will serve as the primary technical resources for the State and are readily available for consultation on these non-routine types of cases. Our doctoral staff can be reached by calling **(800) WE-DO-DNA** or (800)742-3944.

C. Response Times:

Labcorp's average response times are as follows:

- Average response time to a message sent by email or left on voice mail: within one (1) business day
- Average response time to cover collectors who are unable to make collection appointments: with no advance notice – 2 to 4 hours
- Average response time to find alternative site locations: by next scheduled appointment date
- Average response time to questions that require follow-up activity: within three (3) business days
- Average response time to proactively update County DCS Offices regarding cases or events that might impact them: immediately upon becoming aware of information