

Service Level Agreement (SLA) for the 3C Hotline (Phaseware)

SLA EFFECTIVE TERM: June 1, 2017 through December 31, 2017

SCOPE: ADAMH staff (SMART, Clinical, Fiscal, SHARES, IT, Prevention)

TYPE OF SERVICE: Provider inquiries re: claims, enrollments, fiscal issues, group member requests - PHI secure.

PERFORMANCE: In order to provide optimal support service to all providers, all inquiries and trouble reports must be entered as a ticket into Phaseware by the provider via the Self Service Center.

ADAMH staff will provide the following support:

1. Upon provider creation of the ticket, an email will be automatically generated and sent to the creator with the ticket #.
2. Based on the classification chosen by the provider, the ticket will be automatically assigned to the appropriate person and/or department.
3. ADAMH staff reserve the right to change the severity, classification, and/or reassign the ticket to another person/department as appropriate.
4. ADAMH staff will add journal entries to the ticket to communicate with the provider. Upon creation/update of a journal entry an email will be automatically generated and sent to the ticket owner that an update has been made to the ticket.
5. Upon completion of the ticket, ADAMH staff will close the ticket and an email will be automatically generated and sent to the ticket owner that the ticket has been closed.
6. ADAMH staff and the ticket owner reserve the right to re-open the ticket as necessary.

SERVICE HOURS: Business Hours - Services will be provided between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, except holidays.

RESPONSE TIME: Measured from ticket submittal until the time an ADAMH staff member creates a journal entry.

RESOLUTION TIME: Measured from ticket submittal until the time an ADAMH staff member closes the ticket.

The following table will be used to prioritize tickets and to set response time expectations:

Severity	Definition	Response Time	Resolution Time
Critical	Business outage or significant impact to multiple providers – no workaround available.	Within 1 hour	1 business day
High	Significantly impacts a provider, no workarounds are available.	Within 4 hours	5 business days
Medium	Impacts provider(s), workarounds are available.	Within 1 day	10 business days
Low	No impact on productivity. Informational, reports, enhancement requests.	Within 5 days	No set time

REPORTING: The SHARES Director will generate and provide monthly reports to the IT Director containing information on actual performance achieved, compared to service levels agreed on. Information will be provided on both open and closed requests.