

MDLIVE[®]

MDLIVE Customer Service Phone Support

Service Revenue

\$11.50 per hour*
(\$5.75 per interval)



Service
Revenue

Off-Hours Rate!

Earn an additional \$1.15 per hour
(0.575 per interval) for servicing
between 11:00 p.m. – 7:00 a.m. ET

Star Revenue Incentive

5% of base rate or per serviced interval rate for 3 STAR
and 3% for 2 STAR average during the production SOW
Star Incentive revenue is not available during the Certification SOW

**Hourly rate shown assumes the servicing of two, 30-minute intervals.*

Class Schedule

Phase I
03/30/2022 – 04/12/2022

Phase II
04/13/2021 – 04/15/2022



Certification

Class Times Offered

Monday – Friday

10:00 a.m. – 2:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Intervals Available*

Monday – Friday

24 hours a day

7 days a week

365 days

Most Intervals Available*

Monday – Friday

10:00 a.m. – 5:00 p.m. ET



Servicing
Times
Available

Weekend Requirements*

4 hours (8 intervals) on Saturday,
Sunday, or a combination of both.
The 4 hours (8 intervals) are measured
across the Sunday at the start of the
week and the Saturday at the end of
the week. **

**If there are not enough intervals
available for all agents to meet the
requirement for any week, Arise
Customer Success will communicate the
adjusted requirement prior to releasing
the available intervals for that week

**Subject to change based on client needs*



MDLIVE®

MDLIVE Customer Service Phone Support



About the Client | MDLIVE

MDLIVE provides anytime access to board certified doctors and pediatricians from where it's most convenient for patients – home, office or on the go. After registering, within 15 minutes a patient can have a virtual consult to diagnose non-emergency medical issues over the phone or through secure video on their computer or smartphone.

The phone has evolved...
so has the way you see a
doctor.

[LEARN MORE >](#)



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System and Equipment

Equipment Must Meet Platform Standards
[Click Here for System & Equipment Policy](#)

Additional Client Program Technology Standards

- **Dual Monitors Highly Recommended**
- USB Headset w/Mic
- 2GB of available memory or higher
- Systems NOT Supported:
- Windows XP
- Windows VISTA
- Windows 2000
- MAC OS

For more information, please see the Walgreens website: www.walgreens.com



MDLIVE

Customer Service Phone Support What to Expect When Servicing



What to Expect

Here are the scope of services one can expect to handle on a daily basis for the MDLIVE Program

- Assisting new or existing MDLIVE patients in a friendly courteous manner when processing requests for consultations with MDLIVE physicians.
- Assisting MDLIVE patients to reset their login/passwords, troubleshoot their MDLIVE.COM profile and mobile app and if need be, escalate to create ticket in Salesforce for client.
- Making callbacks using the outbound procedure when required by client or patient as a follow up.
- Your agents will need to be very familiar with HIPAA and other applicable healthcare laws and regulations. MDLIVE requires completion of certain healthcare modules each year in order to remain on the program
- Registering new patients on the MDLIVE service through the patient's affiliation or organization



Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Displays patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Provides knowledgeable, friendly and eloquent customer service



MDLIVE

Customer Service Phone Support

CERTIFICATION DETAILS

Instructor-Led eLearning & Self-Paced Work

This phase:

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

TWO WEEKS: Two to four hours of instructor led content per day and up to four hours of self-paced content per day.

Instructor-Led Learning and Classroom Call-Taking Earn While You Learn!

This phase:

- Must take live customer calls for 2 hours per day (6 hours total), and attend instructor led debrief sessions for 2 hours per day (6 hours total)
- Must consistently follow call flow guidelines while taking live customer calls
- During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week, including 10 intervals on Sunday and/or Saturday, during times posted in Starmatic and as outlined in the SOW

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success



MDLIVE Customer Service Phone Support CERTIFICATION DETAILS



Certification Completion Criteria

- Timely completion of all self-paced modules with 100%.
- Successfully pass all quizzes and exams (Score of 90% or higher on final exam).
- Successfully pass role play scenarios with quality guidelines during blended delivery.
- Successfully pass background and drug screening.
- Orientation sessions: Service Partner agrees that each agent will attend program orientation sessions once a week during the term of the Certification SOW. Orientation sessions will be scheduled at times as reasonably requested by the call center company or its agents.
- Pass the HIPAA exam one week prior to the start of class or your business will not be allowed to continue with course
- Must read HIPAA disclaimers 100% verbatim during mock calls and Blended Delivery
- Work environment must be noise free
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified



We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class with no refund.

Read complete course policies [here](#)

OPPORTUNITY ANNOUNCEMENT

SECURITY VERIFICATION ON THE ARISE PLATFORM

A background check, including drug screening, will be prompted once you pay for the course

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

- The background check will be required to be completed either before or after payment for the course is made - depending on the client program.
- Service Partners who do not pass the background check will receive a refund of the certification course fee, minus a processing fee, the amount of which will be displayed on the Enrollment screen (on the portal) prior to before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.
- Failure to complete the background check may result in an agent being dropped from the course.

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the enrollment specialist: sbrown@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems
- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.
- A credit freeze will delay the process. The credit freeze should be temporarily lifted for a minimum of 10 days in order for the third-party vendor to process your background check.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. If you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.

- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided.

OPPORTUNITY ANNOUNCEMENT



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	≥ 90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: $[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
Patient Satisfaction (PSAT)	85% or higher	% of PSAT survey responses receiving an 'Excellent' or 'Very Good' score of 85% or higher / total PSAT survey responses received
Average Handle Time	< 625 seconds	Talk Time + Hold Time + ACW/Wrap Time averaged across all inbound calls handled must be less than or equal to 625 seconds
Quality Assurance	90% or higher	% of evaluated calls receiving a Quality score of 90% / total calls evaluated

STAR metrics requirements vary and are subject to change

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOWs do not include Star metrics

1 Star		2 Star		3 Star	
Metric	Min Requirements	Metric	Min Requirements	Metric	Min Requirements
Quality	> 97 %	Quality	> 97 %	Quality	> 97%
		AHT	330 – 150 seconds	AHT	330 – 450 seconds
				Intervals Serviced per Invoice Period	> 30

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Log-in codes are confidential, user specific and will only be generated for confirmed course attendee

All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Has one or more SOW terminations on file due to performance.
- Has dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a commitment Adherence rating below 90%.
- Service Partners and their agents may not provide any contracted services to any direct competitor of MDLIVE such as TeleHealth
- Failure to meet the Weekend Servicing Requirement poses significant risk to the MDLive client and their patients. Please do NOT enroll in this opportunity if you believe you will not be able to service the full requirement each week.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.