

## OVERVIEW

It is pertinent that Amerimed Communications personnel be familiar with the correct manager to contact in the event that the operator may need assistance or reference for effectively carrying out daily operations in the Communications Center. Use the chart below to know which managers to contact for assistance or reference purposes.

## ISSUE / AREA

### MANAGER

#### Field Operations

1<sup>st</sup> Contact: On-duty Shift Commander  
2<sup>nd</sup> Contact: Division Manager  
3<sup>rd</sup> Contact: Operations Manager  
4<sup>th</sup> Contact: OCE

#### Communications

1<sup>st</sup> Contact: Communications Supervisor  
2<sup>nd</sup> Contact: Support Services Manager  
3<sup>rd</sup> Contact: OCE

#### Call Volume Coordination

1<sup>st</sup> Contact: On-duty Shift Commander  
2<sup>nd</sup> Contact: Division Manager  
3<sup>rd</sup> Contact: Operations Manager  
Associate Scheduling

1<sup>st</sup> Contact: On-duty Shift Commander  
2<sup>nd</sup> Contact: Division Manager  
3<sup>rd</sup> Contact: Operations Manager  
Billing

1<sup>st</sup> Contact: Patient Accounting Center  
2<sup>nd</sup> Contact: Chief Marketing Officer  
3<sup>rd</sup> Contact: Operations Manager  
4<sup>th</sup> Contact: OCE  
Public Affairs / Customer Issues

1<sup>st</sup> Contact: Customer Success Champion  
2<sup>nd</sup> Contact: Operations Manager  
3<sup>rd</sup> Contact: OCE  
Insurance / Contract / Payer Info

1<sup>st</sup> Contact: Customer Success Champions & Patient Accounting Center  
2<sup>nd</sup> Contact: Chief Marketing Officer  
3<sup>rd</sup> Contact: Operations Manager  
4<sup>th</sup> Contact: OCE

Long Distance /  
Special Circumstances Transport

1<sup>st</sup> Contact: Customer Success Champion and Patient Accounting Center  
2<sup>nd</sup> Contact: Division Manager  
3<sup>rd</sup> Contact: Operations Manager  
4<sup>th</sup> Contact: OCE