

Verify the member's group name (client specific)	95% adherence for the month of June	Handle a call from a caller located in Alaska or Hawaii	Send props to at least one person	Learn something new about a team member to share with the team
Call the on call to leave a message in regards to a page	Turn a Frown Upside Down - Make an Irrate Customer Happy	Provide the correct CPT code for a Memorial Health System facility	Advise the caller we are here 24/7 when completing NAL or PR call.	Send an idea to manager on how to make work easier
Transfer caller to member service per rules	Warm Transfer a Customer properly to a nurse	Team Ingalls Rules	Ask a caller "Is there is anything else I can help you with?"	Have all LMS courses completed
Have all mandatory emails responded to	Take you break(s) and lunch on time as scheduled	Have the ability to log into your chc portal	Have a caller with a unique name like King George	Pick up a team member's shift swap
Handle an Arabic call	Call Navitus	Provide the status of a claim for a provider calling on our Cook's line	Woke up today by or before 8a	Complete an eligibility check for CHC

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