



## **PBH Communication Bulletin FY 1112 NM 25 Network Operations Command Center**

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**To:** PBH Network Providers

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**RE:** Network Operations Command Center

### **Network Operations Command Center (NOCC)**

PBH's Network Operations department is primarily responsible for enrolling providers into the PBH Provider Network. In light of recent and forthcoming expansion partnerships, the Network Operations department has been challenged with an unusually high volume of provider enrollment applications, along with corresponding provider-related calls and email correspondences.

As such, the Network Operations department conducted an extensive data analytics report in December which highlighted current work volume versus productivity capabilities with our existing workforce. Additionally, PBH viewed this as an opportunity to respond to internal and external concerns regarding the Department's ability to manage incoming applications and to process provider enrollment contracts in a timely manner. As a result, PBH's executive management team agreed to onboard additional personnel to improve the provider enrollment/contract process.

Effective January 31, the Network Operations department created the new Network Operations Command Center. PBH has contracted with 21 temporary personnel who are charged with reviewing applications and developing contracts to facilitate and expedite the provider enrollment process. Extensive training ensued during the first week and we have already seen an immediate improvement in the number of applications/contracts processed. Moreover, we are now better equipped to also handle the incoming call volume. PBH will maintain the Network Operations Command Center through June 30—three months beyond the OPC partnership date. PBH and the Network Operations department are especially excited about this initiative as we seek to maintain the stellar customer service that we have provided over the years.