

Scorecard Challenge Process

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Quality Assurance Scorecard Challenge Process

The following is the documented and approved process for challenging a scorecard

The agent will:

1. Present their challenge request to their Supervisor by forwarding the scorecard via email with any notes.
 - Example: I would like to challenge that I did not verify the doctor's name.
2. Supervisor and Manager will review the challenge together within 3 business days.
 - If the challenge is denied - the supervisor will set up a meeting to provide details to the agent as to why.
 - If the challenge is approved for further review - move to Step 3.
3. Manager will route to Quality Assurance and Training Manager for review along with documentation and copy the Supervisor.
4. Quality and Training Manager will review and reply to all within 3 business days with the following:
 - If the challenge is denied - provide details as to why.
 - If the challenge is approved - update scorecard and any associated reports
5. Supervisor will circle back with the agent to provide the outcome

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