

Tuscarawas County Job and Family Services

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Tuscarawas County Job and Family Services is pleased to announce that it has recently implemented a virtual service center for new Medicaid applications with six other counties in East Central Ohio.

This is a new and innovative approach that will allow counties to provide efficient and effective customer service to those who are applying for Medicaid assistance.

The virtual call center operation brings together the resources of Ashland, Richland, Harrison, Jefferson, Portage, Tuscarawas, and Washington County Departments of Job and Family Services. Customers who call the state number at **844-640-OHIO**, and live in one of the seven counties listed, will be routed to the first available customer service agent in any of the seven counties. The county who takes the call will be able to assist the customer with Medicaid applications. This process is not available for customers applying for nursing home, waiver, or aged/blind/ or disabled Medicaid. Those customers should continue to apply through their county job and family services agency. This virtual call center system allows each county to efficiently utilize available resources to meet and respond to increases and decreases in caller volume.

Highlights of the New Virtual Service Center

- Workers in the virtual service centers remain in their county office but handle Medicaid applications across the seven counties.
- Counties will work each case as close to completion as possible in the first contact or call. If follow-up verifications are necessary (such as income), the county of residence will communicate with the customer.
- Customers will provide a verbal confirmation of their information and application, and an audio signature will be obtained during the call.
- Supervisors will be able to monitor reports identifying performance metrics of the virtual service center. Metrics such as number of customers in queue, customer wait times, and status of all agents signed into the system will ensure high levels of customer service.