Customer Service and Communication Policy

Mains'l is committed to providing timely, professional, and responsive communication to participants, managing parties, employers, employees, vendors, Regional Centers, and other stakeholders.

Mains'l values collaboration, transparent communication, and positive working relationships with all parties involved in the Self Determination Program. Our goal is to provide clear, accurate information and timely assistance while establishing reasonable expectations for communication and resolution of inquiries.

Customer Service and Communication Procedure

The following procedures establish Mains'l's communication practices, response expectations, and processes for monitoring customer service quality.

Response Times

- Mains'l will acknowledge or respond to phone calls, emails, and other inquiries within one business day of receipt.
- Inquiries received outside of regular business hours, on weekends, or on recognized holidays will be addressed within one business day following receipt.
- An initial response may include an acknowledgment that the inquiry has been received, a request for additional information, or an update regarding the next steps needed to address the inquiry.
- Some inquiries may require additional research, coordination, or review before a resolution can be provided. Mains'l will communicate updates as appropriate when additional time is needed.
- Urgent inquiries will be prioritized based on the nature of the concern and directed to the appropriate staff member or department for timely review and response.

Communication Methods

- Inquiries may be directed to individual Mains'l staff members or designated department contact information.
- Mains'l staff may respond directly to inquiries or internally forward or redirect communications to the appropriate staff member or department for assistance.
- When an individual contacts Mains'l through multiple communication methods regarding the same inquiry, such as both email and telephone, Mains'l may provide a response through one or more of those methods. A separate response through every communication method is not required.
- Additional inquiries regarding the same matter received before the established response timeframe has passed do not require a separate acknowledgment or response.
- Mains'l encourages individuals to allow one business day for a response before submitting additional follow-up inquiries regarding the same matter.

Mailed Correspondence

- Mail received by Mains'l will be distributed to the appropriate staff member or department during regular business operations.
- Mailed correspondence requiring a response will be reviewed and addressed within a reasonable timeframe based on the nature of the inquiry and any applicable deadlines.
- Communications requiring follow-up will be directed to the appropriate department for tracking and response.

Communication Tracking and Follow-Up

Mains'l utilizes communication management systems to receive, document, track, and respond to inquiries received through phone, email, and other communication channels.

These systems allow Mains'l to monitor communication activity, response times, and follow-up needs.

Communications requiring additional assistance may be assigned or directed to the appropriate staff member or department. Mains'l monitors communication activity to support timely responses and identify inquiries requiring further attention.

Customer Service Quality Assurance

Mains'l regularly monitors and evaluates customer service practices to support timely, accurate, and professional communication.

Quality assurance activities include:

- Monitoring response times for urgent and non-urgent communications.
- Reviewing communication activity and customer service performance.
- Reviewing recorded telephone calls when necessary to address concerns, evaluate service quality, or identify opportunities for improvement. Access to recorded calls is limited to authorized personnel and subject to applicable privacy requirements.
- Gathering feedback through quarterly customer satisfaction surveys.
- Identifying opportunities for staff training, process improvements, and additional customer service support.

Mains'l conducts formal customer service quality reviews at least every six months. These reviews include response times, customer satisfaction results, and other relevant performance measures.

Findings from these reviews are used to evaluate customer service practices and identify opportunities for continuous improvement.

Customer Feedback and Concerns

Mains'l welcomes feedback from participants, managing parties, employers, employees, vendors, and other stakeholders regarding their experiences with our services.

Customer satisfaction surveys are conducted throughout the year to gather feedback and identify opportunities for improvement.

Individuals may also contact Mains'l directly to share feedback, ask questions, or raise concerns about communication or customer service.

Concerns that require a formal review may be addressed through Mains'l's established Grievance and Complaint Policy and Procedure.

Contact Information

Mains'l provides designated contact information to assist individuals in directing inquiries to the appropriate department.

- Toll-Free Phone Number: 866-767-4296
- General FMS Inquiries: cafmsinfo@mainsl.com
- Employee and Vendor Enrollment/Onboarding: cafmsonboard@mainsl.com
- Vendor Payments and Invoice Inquiries: cafmspayments@mainsl.com

Individuals may contact Mains'l through these designated communication channels or directly through their assigned Mains'l staff member, when applicable.

Mains'l may internally redirect inquiries to ensure they are reviewed and addressed by the appropriate staff member or department.

Policy Availability

This policy is available on Mains'l's website and is provided to participants, managing parties, employers, employees, vendors, and Regional Centers, including the vendoring Regional Center, as applicable.

The policy is referenced in participant handbooks and employee and vendor materials. A copy may also be requested directly from Mains'l.