



### **Responsive**

is providing collaborative, customer-focused solutions to resolve issues.



### **Anticipatory**

is fully understanding & anticipating customer needs to effectively exceed expectations.



### **Immediate**

is taking ownership of the customer's experience by rapidly utilizing available resources to address any problem.



### **Service-Oriented**

is keeping commitments & keeping customers informed.



### **Exceeds Expectations**

is going the extra mile by listening & communicating effectively to partner in our customers' performance.

## **Frequently Asked Questions**

### **What is the purpose of the R.A.I.S.E. Customer Service Program?**

As we continue to seek to develop innovative programs and services for our customers, we can't forget that the cornerstone of our success is customer service. In an effort to ensure that we commit to elevate a culture of customer performance at every level in our organization, we have established the R.A.I.S.E. Customer Service Nomination Program. R.A.I.S.E. is more than just our personal responsibility to deliver customer service – it's an acronym that identifies the qualities that exemplify the character, value, and integrity of Liberty Healthcare.

### **Who can be nominated for an award?**

Any employee, team of employees, or staff member working on a Liberty contract, including those who may be employed by a small disadvantaged or minority owned business can be nominated for an award.

### **Who can submit a nomination form?**

Any Liberty Healthcare employee or manager may submit a nomination form recognizing exemplary customer service.

### **Where can I find a nomination form?**

Additional information regarding the program, including the nomination form, can be found on Liberty's Intranet (Employee Self Service) site at <http://emp.unicornhro.com>.

### **Where do I submit a completed nomination form?**

Completed nomination forms can be submitted via fax to 610.667.4471 or emailed to [customerservicenominations@libertyhealth.com](mailto:customerservicenominations@libertyhealth.com).

### **Can my nomination be submitted anonymously?**

Yes. Should you wish to submit an anonymous nomination, please fax a completed form, excluding the name of the nominator, to 610.667.4471.

### **How frequently are the nominations reviewed?**

Nominations are reviewed on a quarterly basis and a quarterly award recipient(s) is determined. Each quarterly award recipient, or team of recipients, is then eligible to receive the annual R.A.I.S.E. Customer Service Award. The quarters run:

**Q1:** January, February, March | **Q2:** April, May, June | **Q3:** July, August, September

**Q4:** October, November, December | **The Annual Award** is announced in Q1 of the following year.

## What is the criteria for selecting a quarterly and annual award recipient?

On a quarterly basis, an evaluation committee (comprised of a cross section of the organization with membership to change each year) will evaluate the nominations for that quarter and select one (1) nomination as the quarterly winner. Each nomination will be evaluated by the committee and scored on a scale of one (1) to five (5) in terms of its demonstration of R.A.I.S.E. attributes. The nominee with the most points will be the winner. The winner will receive a monetary award and certificate, and will be eligible for the annual prize to be selected after the October – December quarter. Quarterly and annual winners will also be announced on the “R.A.I.S.E. Customer Service” page of Employee Self Service to include a copy of their nomination card and a photo of the nominee(s) receiving the award.

## Is there a prize associated with the award?

Yes! After the evaluation period, both the quarterly award winner and annual award winner will receive an award certificate and a monetary award deposited to the winner’s paycheck. Below are the award amounts per period:

**Quarterly award:** \$100

**Annual award:** \$1,000

## Can an associate be nominated more than once?

Yes! In fact we welcome the opportunity to continually recognize those associates that repeatedly exhibit the attributes of R.A.I.S.E.

## Do the nominators get recognized?

Yes! We believe it is important to recognize those that take the time to nominate their fellow peers for the R.A.I.S.E. award. Therefore, at the end of each quarter, we will randomly select one out of all of the nominators to receive a \$50 monetary award.

The annual award nominator is determined by the annual R.A.I.S.E. award recipient and receives a monetary award of \$100.

## Who are the members of the nomination review committee?

The committee is comprised of five (5) voting members representing both program and corporate office locations. More specifically, the committee is comprised of three (3) previous year award nominees, one (1) vice president of operations, and one (1) program director. Each member of the committee serves a one (1) year term allowing the membership of the committee to change annually.

## Where can I find out who has been nominated for a RA.I.S.E. Customer Service Award?

All nominations will be posted to the R.A.I.S.E. Customer Service page of Employee Self Service. Please visit <http://emp.unicornhro.com>.

## What is the process once I nominate someone for an award?

Following receipt of the nomination, a confirmation email or phone call to the nominating party will confirm receipt of the nomination. The nomination form will then be posted to the R.A.I.S.E. Customer Service page of Employee Self Service.

**Don’t see your question? We’re here to help.**

Email us at: [customerservicenominations@libertyhealth.com](mailto:customerservicenominations@libertyhealth.com)