

Sent: July 21, 2015

Tip #53

Tuesday Tips

Hearing Care Solutions Contacts

The majority of the grievances Hearing Care Solutions (HCS) receive are eventually found to be due to miscommunication and are easily remedied.

HCS want to ensure our members receive the highest quality of service. They have a **Manager of Patient Services, Jenny Telles**. She is well versed in all aspects of operations and is capable of assisting members. She works directly with **Debbi Greer, Vice President of Communications & Client Services**, to ensure all HCS patients are satisfied with their experience.

When our members encounter a situation that could potentially lead to a formal grievance or there is a situation where further help may be needed, we can provide the member with Jenny's direct dial. HCS also has a toll free patient services line that Jenny answers. If Jenny is not available, they can also contact Debbi Greer. This may help in eliminating the number of grievances and result in a much quicker resolution for our members utilizing their services.

HCS Contacts:

Jenny Telles: 303-407-6855

Patient Services: 866-326-8367

Debbi Greer: 303-407-6812 (when Jenny is not available)

Please review the attach HCS [workflow](#).