

CALL RECORDING WEBINAR **FAQs**

What does NCC suggest agents use for Call Recording?

We recommend you utilize a VOIP system for call recording and Amazon for data storage. NCC also offers a free outbound call solution for enrollments via Enrollment Central.

COST

What is the approximate cost of the call recording NCC suggests?

Most of the hosted VOIP systems cost between \$15-\$30 per month, per line depending on your preference. NCC recommends Amazon for data storage (approximately \$1/month).

Are we contracting with one company but then using Amazon for the call recording?

NCC recommends using a vendor for call recording and using Amazon for call storage. Amazon will store call data for 10+ years.

Will there be a minimum phone model for the system to work i.e. Iphone 7, 8, etc?

Per the iPhone app store, it requires iOS 12 or later; per Google Play app store, it requires Android 8.0 and up.

Is there a per-call charge to record calls?

No, there is not. Unlimited.

How long is contract?

Typical contracts with vendors are for 2-3 years.

Is there a cost to pull call records for CMS?

There is no cost to locate call recording on Amazon's data storage platform.

TECHNOLOGY

If we already have a VOIP system we use, can the recording part of this be partnered with our current service?

That would depend on what type of VoIP based system you have. Most VoIP systems have a call recording feature. To determine if your current system has call recording, contact your vendor or carrier that supports your VOIP system.

Does it integrate with Enrollment Central?

Call recording software for VOIPs do not integrate with Enrollment Central. Enrollment Central is NCC's quoting and enrollment tool. This tool has outbound call recording only.

What if you're using a landline?

VOIPs are compatible with landlines. If you currently have a landline, make sure you mention it to the VOIP vendor so they can provide a solution accordingly.

If a call needs to be pulled to send to a carrier how are these calls accessed?

NCC recommends agents utilize Amazon for data storage. If you utilize this solution, you would log into your account and search for the call. If you utilize Enrollment Central, you must contact NCC to locate the recording.

Does the recording software automatically save with client info to easily access in the future?

Yes, the software will save the calls automatically.

Do you have internet base call system?

VOIP (Voice Over Internet Protocol) is an internet-based system and is cloud-based. If your cell phone has service, you can use a VOIP app to record calls.



TECHNOLOGY

Is customer service support in the U.S. or overseas?

The support is US based.

Amazon stores our data. What happens when you want to move records to another provider?

You can move data at any time. However, once you pull data from Amazon it becomes combined and is not searchable. It may also cost more to store elsewhere.

Who will have access to listen to the recorded calls?

Your accounts are password protected when you set them up. You will be the only person with access unless you give your passwords out.

Are the call recording solutions HIPAA compliant and does this cost more?

Yes, the call recording vendors and Amazon data storage are HIPAA compliant. Enrollment Central is also HIPAA compliant as well, and has been filed and approved by CMS.

How do you differentiate personal calls from business calls?

Calls made through the app will be recorded. Even if you use a VOIP system on your phone, you will be able to make calls from your cell phone that are not recorded. It is recommended that the new number be attached to the VOIP system. Your personal cell number would not be recorded unless you tie that to the app. Please discuss further with our Tech Rep to see what fits your needs best.

Does the connection quality vary between carriers or all about the same?

It will depend on the quality of your internet connection and cell service.

Are there video-conferencing capabilities with VOIP providers you offer?

Most VOIP providers offer video-conferencing capabilities. You can also use Zoom, Skype, etc for video calls. Make sure you record the video calls and keep them for 10 years.

COMPLIANCE

Every compliance dept seems to interpret rules differently; what's your understanding if a client says they don't want to be recorded? Can we stop the recording and continue with the presentation?

If a customer requests not to be recorded, it is recommended to end the call at that time. Potential regulatory issues can arise if you choose to continue.

What about inbound calls?

It's not inbound or outbound that matters. The content of the call matters. If the content is sales and enrollment related it must be recorded. If it's not sales or enrollment related, if it's just simply customer service or administrative then it doesn't have to be recorded.

If the carriers ask us about a call, will they identify it by time/date or name of client?

Typically carriers will request phone recordings by providing name of client, date of the telephonic enrollment, member id, etc.

If a prospect calls me from a previous customers referral to ask that I come to their home to present Medicare Options (education only), does that call need to be recorded?

If the content of a call is sales and/or enrollment related it has to be recorded. If it's not sales or enrollment related, if it's just simply customer service or administrative then it doesn't have to be recorded.