

A Incoming Calls

When taking incoming calls, complete the following:

- Answer the call by stating "Family Assistance, (your name) speaking, how may I help you?"
- Determine who is calling.
- Determine who the call is for and what it is regarding.
- Determine the appropriate action, which includes researching and routing the call to the appropriate staff.

When receiving a call with inquiries regarding benefits, see [Confidentiality](#) for instructions on releasing information.