Customer Service Process

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This page explains how to reach BARO FMS, how fast we respond, and what happens if we are late. It applies to participants, legal representatives, workers, service providers, and anyone who contacts BARO.

1 How to reach us

Way	Details
Phone (toll-free)	(855) 955-2276 — answered during business hours; voicemail at all other times. We return missed calls and voicemails by the next business day, or within 4 business hours if urgent.
Relay calls	Dial 711 (California Relay Service), or call our toll-free number through any FCC-certified Video Relay Service (VRS) or captioned telephone service. We answer relay calls on the same timelines and never hang up because of pauses.
Email	info@barofms.org
Secure channel (personal information)	Use the personal encrypted upload link BARO sends each participant, legal representative, and worker at enrollment; we answer by encrypted email. Others can ask BARO to send a secure upload link. Please use this channel for anything with personal, health, or payment information. Once the BARO Portal opens, you can also sign in and open a **Case Report** there.
Mail	BARO FMS, Inc., 580 California Street, Suite 1200, San Francisco, CA 94104
Video meeting	Ask by phone or email (or through the BARO Portal, once it opens).

Business hours: Monday–Friday, 9:00 a.m.–5:00 p.m. Pacific Time, closed on California state holidays. A message that arrives outside business hours counts as received at 9:00 a.m. on the next business day.

> **BARO is not an emergency service.** In an emergency, call 911 first.

2 How fast we respond

	Urgent	Non-urgent
First response	Within **4 business hours**	Within **1 business day**
Resolution	The **same business day** — or, by the end of the next business day, you receive a written plan and date	Within **5 business days** — or we tell you in writing why we need more time and give you the new date

- These timelines apply to every way you contact us: phone, voicemail, email, the secure upload link, mail, video meeting requests, and the BARO Portal once it opens.
- A **first response** is an answer, or the name of the person handling your matter, the next step, and the date we will contact you next.
- Some matters have their own timeline: grievances (see our Grievance and Complaint Process), written translations (Section 5), and items in your Service Agreement.
- Before we discuss a participant's information, BARO staff confirm who you are and that you may receive the information.

3 What counts as urgent

Your contact is urgent if **you tell us it is urgent**, or if it is about:

- a worker or service provider who was not paid, or was paid the wrong amount, on payday;
- a payment hold that stops someone from being paid;
- a worker who cannot start or must stop work;
- an EVV problem that holds a payment or a regional center claim;
- a health or safety concern; suspected abuse, neglect, or fraud;
- a possible breach of personal information; or
- a government or legal deadline within 5 business days.

4 If we are late

- Every contact is logged and assigned to a named BARO staff member.
- BARO's Operations Manager reviews every open contact each morning and checks urgent contacts at 12:00 p.m. and 4:00 p.m. each business day. An urgent contact with no first response after 2 business hours is flagged, and any overdue urgent contact goes to BARO's Director. When the Operations Manager is out, BARO's Director does these checks.
- If you have not heard from us on time, contact us again and ask for BARO's Director.

5 Language help

- BARO staff serve you directly in **Korean and English**.
- For **any other language**, BARO provides a professional telephone or video interpreter **at no cost**. We connect the interpreter during your call when possible. If not, we call you back with an interpreter within 4 business hours for an urgent matter, or within 1 business day otherwise.
- If your preferred language is not English or Korean, BARO translates its main documents for you (Service Agreement, enrollment packet, this Customer Service Process, and the Grievance and Complaint Process) without a request, at no cost, within **10 business days** after we learn your preferred language. Notices about your services or payments, and any other letter we send, are translated on request within the same time. Until a translation is ready, BARO staff read the document aloud and an interpreter interprets it for you.
- We accept letters and messages in any language. We never ask you to bring your own interpreter; a family member or friend interprets only if you ask, and we never use a minor.

6 Deaf, hard of hearing, and DeafBlind participants

- Call us through 711, VRS, or a captioned telephone service (Section 1). To call you, we dial the VRS number in your file. If you use a TTY, we call you through 711.
- You can also reach us by text: email, the secure upload link, or the BARO Portal once it opens.
- For a video meeting, BARO provides a qualified American Sign Language interpreter, automatic captions, and live captioning (CART) on request, at no cost. For a participant who is DeafBlind, BARO arranges a qualified tactile or ProTactile interpreter who is with you at your location. We book it when the meeting is scheduled and confirm it at least 1 business day before.

> **Need another way?**
> Tell us anytime. It's free. If the secure upload link, or the BARO Portal once it opens, is hard to use, we'll help you by phone, and we can set up another way if you need one.

7 If you are not satisfied

You may file a grievance at any time under BARO's **Grievance and Complaint Process**. You receive a copy when you enroll and whenever it changes. It is also posted on www.barofms.org, and anyone may ask for a free copy, which we send within 1 business day. BARO never reduces, delays, or ends a service, payment, or job because someone complained.

8 Checking our service

Every six months (January–June and July–December), BARO's Internal Control Specialist reviews how quickly we answered and resolved contacts, interpreter and accommodation requests, and survey results from participants, workers, and service providers, and BARO's Director signs the review.

You receive this process when you enroll (workers and service providers, when they start), and the new version within 5 business days after any change. BARO also sends this process to each participant's regional center (with the signed Service Agreement) and to San Diego Regional Center (SDRC), and sends each new version to them within 5 business days after any change. It is posted on www.barofms.org, and we send a copy to anyone who asks within 1 business day.