



State of Oklahoma
Employees Group Insurance Division (EGID)
A Division of the Office of Management and Enterprise Services
Policies and Procedures

Telephone Monitoring

Effective Date of Policy: 10-29-13	Next Scheduled Review: 7-1-14
Prior Policy: 9-18-13	Policy Number: EGID-004
Last Reviewed: 10-29-13	Replaces Policy Number: OSEEGIB 405
Date Policy Last Revised: 10-29-13	
Approved: Frank Wilson	Approval Date: 10-29-13

POLICY

EGID shall monitor employee's telephone calls for quality control and to evaluate the efficient operation of the workplace.

PURPOSE

The purpose of this policy is to state EGID's overriding interest in conducting prompt and efficient work performance as it relates to business and personal telephone communications made with EGID equipment.

IMPLEMENTATION

Each incoming and outgoing telephone call on OMES equipment is automatically documented by listing the phone number called, or received, the time of day, and duration of the call. These records are reviewed periodically by EGID personnel. If phone abuse is suspected, the Administrator may approve the monitoring and/or recording of the individual's phone conversations. When the subject matter of the telephone conversation can be readily identified as personal in nature, the monitoring will cease; however, personal calls may be recorded before the personal nature of the call is determined. Telephone conversations of employees working in the Member Services Department, and certain positions in the Insurance/Benefits Account Department may have their phone calls monitored on a regular basis for training purposes. Incoming telephone communications to EGID personnel may be routinely monitored for quality control purposes. A prerecorded greeting and message will notify callers that calls may be monitored and/or recorded for training purposes.

Inappropriate use of EGID telephones may be grounds for disciplinary action against an employee.