

BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		Meets Standard						Does Not Meet						
		BCBS												
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		14,395	12,311	13,778	11,185	11,616	11,613						
	Number of Calls Answered - All Queues		14,236	12,092	13,638	11,063	11,543	11,529						
	Percent of Calls Abandoned	< 5%	1.1%	1.8%	1.0%	1.1%	0.6%	0.7%						
	Percent of Calls Answered within 30 Seconds	85%	85.9%	80.4%	87.4%	86.6%	91.4%	93.1%						
	Average Wait Time	< 2 minutes	0.3	0.6	0.3	0.3	0.2	0.2						
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	89.5%	100.0%	100.0%	96.3%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		917	586	715	635	782	691						
	Number of Calls Answered - All Queues		904	584	711	627	775	685						
	Percent of Calls Abandoned	< 5%	1.4%	0.3%	0.6%	1.3%	0.9%	0.9%						
	Percent of Calls Answered within 30 Seconds	85%	83.8%	93.5%	90.0%	85.0%	91.6%	90.4%						
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0.3	0.1	0.2						
Provider Services	Number of Calls Received - All Queues		5,072	5,541	6,132	5,498	4,591	4,851						
	Number of Calls Answered - All Queues		5,022	5,476	6,070	5,451	4,561	4,817						
	Percent of Calls Abandoned	< 5%	1.0%	1.2%	1.0%	0.9%	0.7%	0.7%						
	Percent of Calls Answered within 30 Seconds	85%	86.1%	76.7%	84.6%	83.7%	89.4%	91.8%						
	Average Wait Time	< 2 minutes	0.3	0.8	0.4	0.5	0.3	0.3						
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	84.6%	100.0%	100.0%	95.9%	100.0%						
UM Line	Number of Calls Received - All Queues		5,798	5,459	5,701	5,496	4,989	5,280						
	Number of Calls Answered - All Queues		5,725	5,361	5,621	5,405	4,931	5,219						
	Percent of Calls Abandoned	< 5%	1.3%	1.8%	1.4%	1.7%	1.2%	1.2%						
	Percent of Calls Answered within 30 Seconds	85%	89.9%	92.5%	92.8%	90.7%	91.5%	94.9%						
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0.4	0.4	0.3						

Source: BCBS Report 2, M1-M6 CY22

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		Meets Standard						Does Not Meet						
		PHP												
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		22,002	18,337	19,460	17,542	17,465	18,863						
	Number of Calls Answered - All Queues		21,590	17,965	19,177	17,301	17,264	18,551						
	Percent of Calls Abandoned	< 5%	1.9%	2.0%	1.5%	1.4%	1.2%	1.7%						
	Percent of Calls Answered within 30 Seconds	85%	86.8%	89.6%	90.0%	88.8%	90.8%	86.8%						
	Average Wait Time	< 2 minutes	0.5	0.3	0.3	0.3	0.2	0.3						
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		3,449	2,120	2,381	2,524	2,586	2,378						
	Number of Calls Answered - All Queues		3,347	2,079	2,352	2,457	2,512	2,335						
	Percent of Calls Abandoned	< 5%	3.0%	1.9%	1.2%	2.7%	2.9%	1.8%						
	Percent of Calls Answered within 30 Seconds	85%	89.9%	95.6%	96.4%	95.7%	93.9%	94.0%						
	Average Wait Time	< 2 minutes	0.3	0.1	0.1	0.2	0.2	0.2						
	Provider Services	Number of Calls Received - All Queues		2,960	2,860	4,132	3,396	3,194	3,521					
Number of Calls Answered - All Queues			2,932	2,828	4,115	3,375	3,168	3,490						
Percent of Calls Abandoned		< 5%	0.9%	1.1%	0.4%	0.6%	0.8%	0.9%						
Percent of Calls Answered within 30 Seconds		85%	86.6%	86.6%	87.8%	88.8%	88.5%	86.4%						
Average Wait Time		< 2 minutes	0.4	0.3	0.3	0.2	0.2	0.3						
Percent of Voicemails Returned by Next Business Day		100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		1,106	1,062	1,146	1,032	1,019	997						
	Number of Calls Answered - All Queues		1,095	1,052	1,144	1,030	1,017	991						
	Percent of Calls Abandoned	< 5%	1.0%	0.9%	0.2%	0.2%	0.2%	0.6%						
	Percent of Calls Answered within 30 Seconds	85%	88.6%	93.3%	92.0%	88.7%	92.5%	88.0%						
	Average Wait Time	< 2 minutes	0.3	0.2	0.2	0.2	0.2	0.2						

Source: PHP Report 2, M1-M3 CY22

**WSSC CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		WSSC												
		Meets Standard					Does Not Meet							
		WSSC												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		5,277	4,296	4,960	4,109	4,110	4,073	0	0	0			
	Number of Calls Answered - All Queues		5,093	4,188	4,678	4,007	3,908	3,975	0	0	0			
	Percent of Calls Abandoned	< 5%	3.5%	2.5%	5.7%	2.5%	4.9%	2.4%	0.0%	0.0%	0.0%			
	Percent of Calls Answered within 30 Seconds	85%	77.4%	86.3%	75.8%	90.7%	93.6%	95.9%	0	0	0			
	Average Wait Time	< 2 minutes	0.9	0.6	1.1	0.4	0.3	0.2	0.0	0.0	0.0			
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	0	0	0		
Nurse Advice Line	Number of Calls Received - All Queues		212	119	164	170	191	175	0	0	0			
	Number of Calls Answered - All Queues		206	118	159	170	188	173	0	0	0			
	Percent of Calls Abandoned	< 5%	2.8%	0.8%	3.0%	0.0%	1.6%	1.1%	0.0%	0.0%	0.0%			
	Percent of Calls Answered within 30 Seconds	85%	74.8%	89.0%	93.7%	91.8%	95.7%	96.5%	0	0	0			
	Average Wait Time	< 2 minutes	0.5	0.2	0.2	0.2	0.2	0.1	0.0	0.0	0.0			
Provider Services	Number of Calls Received - All Queues		4,036	3,846	4,529	3,990	3,771	4,105	0	0	0			
	Number of Calls Answered - All Queues		3,853	3,591	4,142	3,881	3,626	3,994	0	0	0			
	Percent of Calls Abandoned	< 5%	4.5%	6.6%	8.5%	2.7%	3.8%	2.7%	0.0%	0.0%	0.0%			
	Percent of Calls Answered within 30 Seconds	85%	63.6%	63.9%	61.9%	88.3%	89.3%	91.20%	0	0	0			
	Average Wait Time	< 2 minutes	1.9	1.9	2.9	0.4	0.3	0.3	0.4	0.0	0.0			
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	0	0	0		
UM Line	Number of Calls Received - All Queues		1,510	1,984	1,678	1,605	1,498	1,536	0	0	0			
	Number of Calls Answered - All Queues		1,474	1,554	1,634	1,560	1,452	1,489	0	0	0			
	Percent of Calls Abandoned	< 5%	2.4%	1.9%	2.6%	2.8%	3.1%	3.1%	0.0%	0.0%	0.0%			
	Percent of Calls Answered within 30 Seconds	85%	90.8%	91.2%	89.3%	90.1%	86.6%	85.8%	0	0	0			
	Average Wait Time	< 2 minutes	0.6	0.5	0.7	0.5	0.8	0.7	0.0	0.0	0.0			