

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		12,031	11,624	12,837									
	Number of Calls Answered - All Queues		0	0	0									
	Percent of Calls Abandoned	< 5%	1.3%	1.7%	1.3%									
	Percent of Calls Answered within 30 Seconds	85%	86.5%	85.9%	86.7%									
	Average Wait Time	< 2 minutes	0.4	0.4	0.4									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
Nurse Advice Line	Number of Calls Received - All Queues		688	631	776									
	Number of Calls Answered - All Queues		672	622	759									
	Percent of Calls Abandoned	< 5%	2.3%	1.4%	2.2%									
	Percent of Calls Answered within 30 Seconds	85%	92.4%	92.4%	91.2%									
	Average Wait Time	< 2 minutes	0.2	0.3	0.3									
Provider Services	Number of Calls Received - All Queues		9,984	9,206	10,384									
	Number of Calls Answered - All Queues		9,755	8,999	10,224									
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.5%									
	Percent of Calls Answered within 30 Seconds	85%	88.9%	87.0%	88.8%									
	Average Wait Time	< 2 minutes	0.3	0.4	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		7,789	7,665	8,491									
	Number of Calls Answered - All Queues		7,682	7,568	8,401									
	Percent of Calls Abandoned	< 5%	1.4%	1.3%	1.1%									
	Percent of Calls Answered within 30 Seconds	85%	86.3%	91.3%	92.2%									
	Average Wait Time	< 2 minutes	0.4	0.2	0.2									

Source: BCBS Report 2, M1-M3 CY21

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		Meets Standard			Does Not Meet			PHP						
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		19,240	17,801	19,941									
	Number of Calls Answered - All Queues		18,973	17,548	19,623									
	Percent of Calls Abandoned	< 5%	1.4%	1.4%	1.6%									
	Percent of Calls Answered within 30 Seconds	85%	90%	89%	88%									
	Average Wait Time	< 2 minutes	0.3	0.3	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
Nurse Advice Line	Number of Calls Received - All Queues		2,856	2,493	2,558									
	Number of Calls Answered - All Queues		2,790	2,437	2,509									
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.9%									
	Percent of Calls Answered within 30 Seconds	85%	96%	96%	97%									
	Average Wait Time	< 2 minutes	0.2	0.1	0.1									
Provider Services	Number of Calls Received - All Queues		3,345	3,278	3,786									
	Number of Calls Answered - All Queues		3,315	3,236	3,742									
	Percent of Calls Abandoned	< 5%	0.9%	1.3%	1.2%									
	Percent of Calls Answered within 30 Seconds	85%	90.6%	86.6%	87.3%									
	Average Wait Time	< 2 minutes	0.4	0.4	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		1,696	1,487	1,599									
	Number of Calls Answered - All Queues		1,683	1,471	1,588									
	Percent of Calls Abandoned	< 5%	0.8%	1.1%	0.7%									
	Percent of Calls Answered within 30 Seconds	85%	89.3%	85.7%	87.5%									
	Average Wait Time	< 2 minutes	0.2	0.4	0.3									

Source: PHP Report 2, M3 CY21

WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard					Does Not Meet						
			WSCC											
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		5,113	4,579	5,372									
	Number of Calls Answered - All Queues		4,871	4,493	5,221									
	Percent of Calls Abandoned	< 5%	4.7%	1.9%	2.8%									
	Percent of Calls Answered within 30 Seconds	85%	88.2%	86.1%	84.3%									
	Average Wait Time	< 2 minutes	0.4	0.4	0.5									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
Nurse Advice Line	Number of Calls Received - All Queues		171	201	163									
	Number of Calls Answered - All Queues		166	197	163									
	Percent of Calls Abandoned	< 5%	2.9%	2.0%	0.0%									
	Percent of Calls Answered within 30 Seconds	85%	92.8%	93.9%	90.8%									
	Average Wait Time	< 2 minutes	0.3	0.2	0.4									
Provider Services	Number of Calls Received - All Queues		4,350	3,815	4,329									
	Number of Calls Answered - All Queues		4,277	3,752	4,216									
	Percent of Calls Abandoned	< 5%	1.7%	1.7%	2.6%									
	Percent of Calls Answered within 30 Seconds	85%	87.0%	88.8%	86.1%									
	Average Wait Time	< 2 minutes	0.3	0.4	0.4									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		1,512	1,634	1,806									
	Number of Calls Answered - All Queues		1,484	1,605	1,778									
	Percent of Calls Abandoned	< 5%	1.9%	1.8%	1.6%									
	Percent of Calls Answered within 30 Seconds	85%	93.1%	92.0%	93.3%									
	Average Wait Time	< 2 minutes	0.3	0.4	0.4									

Source: WSCC Report 2, M3 CY21