

BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES

Meets Standard Does Not Meet

		BCBS												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		16,845	13,867	12,769	8,887	9,000	11,604	11,555	11,587	11,779	12,333	10,523	11,044
	Percent of Calls Abandoned	< 5%	1.2%	1.3%	2.9%	1.8%	1.8%	1.3%	1.5%	1.2%	1.4%	1.2%	1.0%	1.2%
	Percent of Calls Answered within 30 Seconds	85%	92.9%	90.8%	88.5%	89.4%	90.1%	95.5%	91.1%	91.1%	87.3%	88.0%	90.1%	89.8%
	Average Wait Time	< 2 minutes	0.2	0.2	0.4	0.3	0.3	0.2	0.3	0.3	0.3	0.3	0.3	0.3
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nurse Advice Line	Number of Calls Received - All Queues		956	868	1,081	916	1,007	1,021	1,004	892	793	738	850	692
	Number of Calls Answered - All Queues		925	826	1,013	878	985	991	986	869	780	719	828	678
	Percent of Calls Abandoned	< 5%	3.2%	4.8%	6.3%	4.1%	2.2%	2.9%	1.8%	2.6%	1.6%	2.6%	2.6%	2.0%
	Percent of Calls Answered within 30 Seconds	85%	92.4%	92.1%	85.6%	93.1%	91.8%	94.5%	92.2%	92.1%	92.4%	91.4%	90.6%	89.7%
	Average Wait Time	< 2 minutes	0.3	0.3	0.4	0.3	0.3	0.2	0.3	0.4	0.3	0.3	0.3	0.4
Provider Services	Number of Calls Received - All Queues		12,387	11,441	11,382	9,649	9,239	9,837	10,336	10,093	10,269	10,243	8,530	9,394
	Number of Calls Answered - All Queues		12,189	11,269	10,998	9,389	9,064	9,663	10,113	9,885	10,104	10,063	8,402	9,204
	Percent of Calls Abandoned	< 5%	1.6%	1.5%	3.4%	2.7%	1.9%	1.8%	2.2%	2.1%	1.6%	1.8%	1.5%	2.0%
	Percent of Calls Answered within 30 Seconds	85%	92.3%	89.6%	89.2%	89.1%	91.6%	96.5%	92.6%	92.7%	89.4%	88.1%	90.9%	90.4%
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.3	0.3	0.1	0.2	0.2	0.3	0.3	0.2	0.3
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	92.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
UM Line	Number of Calls Received - All Queues		9,734	8,247	8,186	5,505	4,990	7,749	7,947	8,357	8,322	7,914	6,347	6,907
	Number of Calls Answered - All Queues		9,572	8,148	8,066	5,449	4,941	7,690	7,890	8,246	8,211	7,844	6,253	6,837
	Percent of Calls Abandoned	< 5%	1.7%	1.2%	1.5%	1.0%	1.0%	0.8%	0.7%	1.3%	1.3%	0.9%	1.5%	1.0%
	Percent of Calls Answered within 30 Seconds	85%	93.4%	95.3%	95.3%	99.4%	99.7%	97.6%	96.6%	88.9%	89.1%	92.5%	93.7%	93.6%
	Average Wait Time	< 2 minutes	0.3	0.2	0.3	0.2	0.1	0.1	0.1	0.3	0.3	0.2	0.2	0.3

Source: BCBS Report 2, M1-M12 CY20

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		29,357	23,160	20,252	12,720	12,159	17,925	19,531	17,711	15,782	18,179	15,689	15,620
	Number of Calls Answered - All Queues		28,679	22,716	19,608	12,595	11,851	17,480	19,065	17,315	15,480	17,858	15,495	15,503
	Percent of Calls Abandoned	< 5%	2.3%	1.9%	3.2%	1.0%	2.5%	2.5%	2.4%	2.2%	1.9%	1.8%	1.2%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	86%	86%	85%	97%	88%	87%	86%	87%	87%	87%	90%	94%
	Average Wait Time	< 2 minutes	0.5	0.3	0.4	0.1	0.3	0.3	0.4	0.4	0.4	0.4	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues		5,602	5,778	6,927	4,134	3,698	3,332	3,535	3,069	2,419	2,934	3,045	2,823
	Number of Calls Answered - All Queues		5,409	5,628	6,176	4,104	3,681	3,265	3,443	3,022	2,387	2,889	2,975	2,757
	Percent of Calls Abandoned	< 5%	3.4%	2.6%	10.8%	0.7%	0.5%	2.0%	2.6%	1.5%	1.3%	1.5%	2.3%	2.3%
	Percent of Calls Answered within 30 Seconds	85%	97%	98%	81%	99%	99%	97%	95%	97%	98%	97%	95%	95%
	Average Wait Time	< 2 minutes	0.1	0.1	0.6	0.1	0.0	0.1	0.2	0.1	0.1	0.1	0.2	0.2
Provider Services	Number of Calls Received - All Queues		5,309	4,731	4,774	4,281	4,250	4,996	5,090	3,917	3,819	4,085	3,390	3,354
	Number of Calls Answered - All Queues		5,255	4,687	4,717	4,256	4,215	4,921	5,011	3,860	3,760	4,047	3,367	3,334
	Percent of Calls Abandoned	< 5%	1.0%	0.9%	1.2%	0.6%	0.8%	1.5%	1.6%	1.5%	1.5%	0.9%	0.7%	0.6%
	Percent of Calls Answered within 30 Seconds	85%	87%	87%	92%	96%	88%	89%	85%	88%	85%	87%	91%	94%
	Average Wait Time	< 2 minutes	0.6	0.3	0.2	0.1	0.4	0.3	0.5	0.4	0.5	0.2	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UW Line	Number of Calls Received - All Queues		3,669	3,562	3,085	2,205	2,475	3,338	3,500	2,664	2,222	2,234	1,900	1,643
	Number of Calls Answered - All Queues		3,643	3,551	3,046	2,195	2,461	3,311	3,472	2,617	2,212	2,217	1,889	1,631
	Percent of Calls Abandoned	< 5%	0.7%	0.3%	1.3%	0.5%	0.6%	0.8%	0.8%	1.8%	0.5%	0.8%	0.6%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	87%	88%	91%	96%	90%	87%	87%	87%	90%	86%	89%	93%
	Average Wait Time	< 2 minutes	0.3	0.2	0.2	0.1	0.2	0.2	0.2	0.3	0.2	0.4	0.3	0.2

Source: PHP Report 2, M1-M12 CY20

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		4,499	3,116	3,106	2,497	2,373	3,666	4,083	4,729	4,577	4,770	4,356	4,543
	Number of Calls Answered - All Queues		4,449	3,104	3,059	2,413	2,336	3,576	3,995	4,429	4,435	4,668	4,284	4,412
	Percent of Calls Abandoned	< 5%	1.1%	0.4%	1.5%	3.4%	1.6%	2.5%	2.2%	6.3%	3.1%	2.1%	1.7%	2.9%
	Percent of Calls Answered within 30 Seconds	85%	95%	98%	97%	97%	98%	95%	92%	91%	93%	89%	87%	91%
	Average Wait Time	< 2 minutes	0.2	0.1	0.2	0.2	0.2	0.3	0.3	0.4	0.3	0.3	0.4	0.3
Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Nurse Advice Line	Number of Calls Received - All Queues		131	111	154	161	132	138	147	176	181	194	195	153
	Number of Calls Answered - All Queues		125	108	149	158	131	133	140	163	178	185	189	147
	Percent of Calls Abandoned	< 5%	4.6%	2.7%	3.2%	1.9%	0.8%	3.6%	4.8%	7.4%	1.7%	4.6%	3.1%	3.9%
	Percent of Calls Answered within 30 Seconds	85%	92%	95%	79%	94%	95%	96%	95%	94%	97%	89%	92%	90%
	Average Wait Time	< 2 minutes	0.2	0.2	0.6	0.3	0.4	0.2	0.2	0.3	0.3	0.4	0.3	0.4
Provider Services	Number of Calls Received - All Queues		3,610	3,369	3,435	3,130	2,776	3,377	3,380	3,452	3,749	3,970	3,521	3,630
	Number of Calls Answered - All Queues		3,547	3,310	3,371	3,036	2,718	3,236	3,292	3,240	3,670	3,897	3,459	3,582
	Percent of Calls Abandoned	< 5%	1.7%	1.8%	1.9%	3.0%	2.1%	4.2%	2.6%	6.1%	2.1%	1.8%	1.8%	1.3%
	Percent of Calls Answered within 30 Seconds	85%	92%	91%	93%	95%	96%	94%	92%	92%	94%	87%	87%	90%
	Average Wait Time	< 2 minutes	0.3	0.4	0.3	0.3	0.3	0.4	0.3	0.3	0.3	0.4	0.4	0.3
Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
UM Line	Number of Calls Received - All Queues		1,374	1,207	1,303	742	945	1,230	1,219	1,457	1,467	1,539	1,296	1,345
	Number of Calls Answered - All Queues		1,361	1,192	1,276	720	932	1,207	1,195	1,396	1,438	1,524	1,274	1,311
	Percent of Calls Abandoned	< 5%	0.9%	1.2%	2.1%	3.0%	1.4%	1.9%	2.0%	4.2%	2.0%	1.0%	1.7%	2.5%
	Percent of Calls Answered within 30 Seconds	85%	97%	99%	98%	98%	98%	98%	98%	97%	96%	95%	93%	91%
Average Wait Time	< 2 minutes	0.2	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.3	0.4	0.5	

Source: WSCC Report 2, M1-M12 CY20