

**Q4 2016 Attachment F: Customer Service Summary (Sept 1 - Nov 30, 2016)**

	Meets Standard						Does Not Meet					
	BCBSNM			MHNM			PHP			UHC		
	Sept	Oct	Nov	Sept	Oct	Nov	Sept	Oct	Nov	Sept	Oct	Nov
<b>Member Services Line</b>												
% of Calls Abandoned	1.8%	2.0%	1.4%	0.6%	1.2%	1.0%	1.5%	1.6%	1.0%	0.1%	0.3%	0.1%
% of Calls Answered within 30 Seconds	89%	87%	89%	95%	91%	93%	91%	93%	93%	99%	97%	99%
Average Wait Time	0.2	0.3	0.3	0.1	0.2	0.2	0.2	0.2	0.1	0.0	0.1	0.0
% of Voicemails Returned by Next Business Day	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Nurse Advice Line</b>												
% of Calls Abandoned	0.5%	0.6%	1.7%	4.6%	4.0%	4.0%	1.8%	1.9%	1.5%	0.6%	0.3%	1.7%
% of Calls Answered within 30 Seconds	96.0%	96.1%	94.0%	96.8%	98.7%	97.5%	95.6%	94.9%	96.2%	100.0%	100.0%	100.0%
Average Wait Time	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	0.1	0.4	0.3	0.4
<b>Provider Services Line</b>												
% of Calls Abandoned	1.6%	1.6%	1.1%	0.8%	0.7%	0.3%	0.5%	0.6%	0.6%	0.3%	0.5%	1.0%
% of Calls Answered within 30 Seconds	88%	86%	90%	91%	95%	94%	92%	94%	92%	96%	92%	85%
Average Wait Time	0.3	0.3	0.2	0.2	0.1	0.1	0.2	0.1	0.2	0.2	0.2	0.4
% of Voicemails Returned by Next Business Day	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>UM Line</b>												
% of Calls Abandoned	1.9%	1.4%	1.3%	0.8%	0.7%	0.5%	0.3%	0.3%	0.6%	1.5%	0.7%	1.1%
% of Calls Answered within 30 Seconds	85%	88%	89%	97%	97%	97%	92%	93%	91%	95%	90%	85%
Average Wait Time	0.3	0.3	0.2	0.2	0.2	0.2	0.1	0.1	0.2	0.2	0.2	0.5