

MCO CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard			Does Not Meet								
			BCBS			MHC			PHP			UHC		
		CONTRACT STANDARD	SEPT	OCT	NOV	SEPT	OCT	NOV	SEPT	OCT	NOV	SEPT	OCT	NOV
Member Services	Number of Calls Received - All Queues		10,654	14,315	16,108	9,459	10,056	9,534	25,235	26,506	23,677	3,191	2,484	1,568
	Number of Calls Answered - All Queues		10,400	13,961	15,674	9,351	10,031	9,527	24,641	26,148	23,248	3,163	2,390	1,518
	Percent of Calls Abandoned	< 5%	2.4%	2.5%	2.7%	1.1%	0.2%	0.1%	2.4%	1.4%	1.8%	0.9%	3.8%	3.2%
	Percent of Calls Answered within 30 Seconds	85%	89%	87%	90%	88%	99%	99%	86%	89%	86%	93%	86%	85%
	Average Wait Time	< 2 minutes	0.3	0.3	0.4	0.3	0.1	0.0	0.4	0.2	0.3	0.1	0.3	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		555	557	698	1,031	988	952	2,405	2,228	2,171	69	34	45
	Number of Calls Answered - All Queues		552	541	682	1,022	980	945	2,362	2,187	2,122	69	33	45
	Percent of Calls Abandoned	< 5%	0.5%	2.9%	2.3%	0.9%	0.8%	0.7%	1.8%	1.8%	2.3%	0.0%	2.9%	0.0%
	Percent of Calls Answered within 30 Seconds	85%	97%	91%	98%	98%	98%	98%	95%	96%	97%	94%	94%	96%
	Average Wait Time	< 2 minutes	0.1	0.2	0.3	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Provider Services	Number of Calls Received - All Queues		8,989	11,090	9,611	9,087	11,402	9,893	3,977	4,622	3,940	5,326	5,368	4,141
	Number of Calls Answered - All Queues		8,749	10,808	9,326	8,965	11,252	9,770	3,931	4,587	3,913	5,305	5,341	4,115
	Percent of Calls Abandoned	< 5%	2.7%	2.5%	3.0%	1.3%	1.3%	1.2%	1.2%	0.8%	0.7%	0.4%	0.5%	0.6%
	Percent of Calls Answered within 30 Seconds	85%	89%	88%	90%	92%	91%	93%	86%	87%	87%	95%	92%	89%
	Average Wait Time	< 2 minutes	0.3	0.3	0.3	0.2	0.2	0.2	0.4	0.2	0.3	0.1	0.2	0.2
	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		6,597	8,165	7,256	3,311	3,840	3,528	2,786	3,002	2,776	526	319	225
	Number of Calls Answered - All Queues		6,461	8,011	7,171	3,243	3,800	3,432	2,774	2,992	2,768	520	316	221
	Percent of Calls Abandoned	< 5%	2.1%	1.9%	1.2%	2.1%	1.0%	2.7%	0.4%	0.3%	0.3%	1.1%	0.9%	1.8%
	Percent of Calls Answered within 30 Seconds	85%	88%	91%	98%	93%	91%	92%	86%	86%	94%	94%	90%	95%
	Average Wait Time	< 2 minutes	0.4	0.2	0.1	0.4	0.4	0.3	0.3	0.2	0.1	0.2	0.2	0.1

Source: [MCO] Report 2, M9-M11 CY18