

**MCO CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

			Meets Standard			Does Not Meet								
			BCBS			MHC			PHP			UHC		
		CONTRACT STANDARD	JUN	JUL	AUG	JUN	JUL	AUG	JUN	JUL	AUG	JUN	JUL	AUG
Member Services	Number of Calls Received - All Queues		9,523	10,015	11,397	8,856	9,186	10,972	11,404	12,235	14,272	5,782	6,131	7,313
	Number of Calls Answered - All Queues		9,345	9,862	11,186	8,810	9,105	10,833	11,171	12,033	14,072	5,752	6,078	7,262
	Percent of Calls Abandoned	< 5%	1.9%	1.5%	1.9%	0.5%	0.9%	1.3%	2.0%	1.7%	1.4%	0.5%	0.9%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	93%	94%	89%	97%	96%	91%	86%	87%	87%	94%	87%	89%
	Average Wait Time	< 2 minutes	0.2	0.2	0.3	0.1	0.1	0.2	0.3	0.3	0.3	0.1	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		501	533	536	1,132	1,103	1,080	1,836	1,881	1,961	269	248	318
	Number of Calls Answered - All Queues		500	529	535	1,125	1,099	1,071	1,802	1,848	1,929	267	248	316
	Percent of Calls Abandoned	< 5%	0.2%	0.8%	0.2%	0.6%	0.4%	0.8%	1.9%	1.8%	1.6%	0.7%	0.0%	0.6%
	Percent of Calls Answered within 30 Seconds	85%	96%	96%	96%	98%	99%	98%	96%	97%	97%	97%	99%	93%
	Average Wait Time	< 2 minutes	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.6	0.5	0.4
Provider Services	Number of Calls Received - All Queues		9,378	9,616	10,972	9,900	9,525	10,884	2,708	2,834	3,292	7,944	7,830	8,828
	Number of Calls Answered - All Queues		9,129	9,421	10,685	9,856	9,470	10,757	2,698	2,813	3,275	7,926	7,808	8,788
	Percent of Calls Abandoned	< 5%	2.7%	2.0%	2.6%	0.4%	0.6%	1.2%	0.4%	0.7%	0.5%	0.2%	0.3%	0.5%
	Percent of Calls Answered within 30 Seconds	85%	94%	94%	90%	99%	99%	95%	88%	92%	90%	97%	93%	92%
	Average Wait Time	< 2 minutes	0.2	0.1	0.3	0.1	0.1	0.1	0.3	0.2	0.2	0.2	0.1	0.1
	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		7,148	6,901	7,459	3,395	3,683	3,965	1,553	1,684	1,956	2,448	2,393	2,637
	Number of Calls Answered - All Queues		7,021	6,791	7,290	3,334	3,636	3,882	1,548	1,679	1,951	2,426	2,357	2,598
	Percent of Calls Abandoned	< 5%	1.8%	1.6%	2.3%	1.8%	1.3%	2.1%	0.3%	0.3%	0.3%	0.9%	1.5%	1.5%
	Percent of Calls Answered within 30 Seconds	85%	91%	93%	90%	96%	95%	95%	91%	91%	90%	94%	91%	91%
	Average Wait Time	< 2 minutes	0.3	0.2	0.4	0.4	0.4	0.5	0.1	0.2	0.1	0.2	0.2	0.2

Source: [MCO] Report 2, M6-M8 CY18