

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		9,015	8,549	9,572	11,989	11,140	14,223	13,399	12,601	14,016	6,651	6,420	6,981
	Number of Calls Answered - All Queues		8,838	8,383	9,413	11,919	11,116	14,192	13,117	12,357	13,701	6,630	6,408	6,969
	Percent of Calls Abandoned	< 5%	2.0%	1.9%	1.7%	0.6%	0.2%	0.2%	2.1%	1.9%	2.2%	0.3%	0.2%	0.2%
	Percent of Calls Answered within 30 Seconds	85%	87%	88%	89%	98%	100%	100%	87%	88%	88%	97%	99%	98%
	Average Wait Time	< 2 minutes	0.4	0.3	0.3	0.1	0.0	0.0	0.3	0.2	0.2	0.1	0.0	0.0
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nurse Ac	Number of Calls Received - All Queues		550	644	594	1,208	1,006	1,814	1,872	1,860	1,829	246	240	242
	Number of Calls Answered - All Queues		547	640	590	1,200	991	1,808	1,844	1,833	1,794	243	228	237
	Percent of Calls Abandoned	< 5%	0.5%	0.6%	0.7%	0.7%	1.5%	0.3%	1.5%	1.5%	1.9%	1.2%	5.0%	2.1%
	Percent of Calls Answered within 30 Seconds	85%	97%	97%	98%	99%	99%	99%	96%	96%	96%	89%	80%	87%
	Average Wait Time	< 2 minutes	0.1	0.0	0.1	0.0	0.0	0.0	0.1	0.1	0.1	0.2	0.3	0.4
Provider Services	Number of Calls Received - All Queues		10,175	9,541	10,499	11,512	9,831	13,270	4,194	4,018	4,542	11,926	11,625	13,449
	Number of Calls Answered - All Queues		9,914	9,314	10,305	11,475	9,792	13,231	4,168	3,998	4,507	11,828	11,525	13,399
	Percent of Calls Abandoned	< 5%	2.6%	2.4%	1.8%	0.3%	0.4%	0.3%	0.6%	0.5%	0.8%	0.8%	0.9%	0.4%
	Percent of Calls Answered within 30 Seconds	85%	86%	86%	90%	99%	97%	97%	88%	89%	90%	91%	87%	92%
	Average Wait Time	< 2 minutes	0.4	0.4	0.3	0.1	0.1	0.1	0.2	0.2	0.2	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		7,492	6,822	7,769	4,259	3,886	4,387	1,554	1,350	1,491	872	789	827
	Number of Calls Answered - All Queues		7,361	6,708	7,659	4,204	3,825	4,277	1,553	1,344	1,489	852	780	815
	Percent of Calls Abandoned	< 5%	1.7%	1.7%	1.4%	1.3%	1.6%	2.5%	0.1%	0.4%	0.1%	2.3%	1.1%	1.5%
	Percent of Calls Answered within 30 Seconds	85%	91%	93%	92%	95%	95%	95%	87%	87%	90%	93%	91%	89%
	Average Wait Time	< 2 minutes	0.2	0.2	0.2	0.4	0.3	0.4	0.2	0.2	0.1	0.4	0.4	0.5

Source: [MCO] Report 2, M6-M8 CY17