

Q1 2017 Attachment K: Customer Service Summary (December, 2016 - February, 2017)

	Meets Standard						Does Not Meet					
	BCBSNM			MHNM			PHP			UHC		
	Dec	Jan	Feb	Dec	Jan	Feb	Dec	Jan	Feb	Dec	Jan	Feb
<b>Member Services Line</b>												
% of Calls Abandoned	1.5%	1.7%	1.7%	0.8%	1.5%	0.4%	1.1%	1.8%	1.9%	0.0%	0.5%	0.5%
% of Calls Answered within 30 Seconds	89%	86%	88%	96%	92%	98%	94%	88%	88%	100%	98%	96%
Average Wait Time	0.3	0.3	0.3	0.1	0.2	0.1	0.1	0.3	0.3	2.0	0.1	0.1
% of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Nurse Advice Line</b>												
% of Calls Abandoned	1.3%	1.4%	0.3%	4.1%	4.7%	4.4%	2.0%	1.9%	1.9%	3.8%	1.8%	2.3%
% of Calls Answered within 30 Seconds	93%	92%	97%	97%	94%	98%	94%	95%	94%	100%	100%	100%
Average Wait Time	0.1	0.1	0.1	0.2	0.2	0.1	0.1	0.2	0.2	0.4	0.2	0.3
<b>Provider Services Line</b>												
% of Calls Abandoned	1.3%	1.5%	1.5%	0.7%	1.2%	0.5%	0.4%	0.7%	0.8%	0.4%	0.5%	0.5%
% of Calls Answered within 30 Seconds	89%	87%	88%	96%	90%	95%	94%	90%	88%	92%	89%	90%
Average Wait Time	0.3	0.3	0.3	0.1	0.3	0.1	0.1	0.2	0.3	0.1	0.3	0.9
% of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>UM Line</b>												
% of Calls Abandoned	1.4%	1.4%	2.0%	0.9%	1.2%	0.9%	0.6%	0.5%	0.7%	0.7%	1.7%	2.3%
% of Calls Answered within 30 Seconds	89%	89%	91%	98%	96%	97%	90%	93%	90%	89%	90%	89%
Average Wait Time	0.2	0.2	0.2	0.2	0.3	2.0	0.2	0.2	0.2	0.4	0.3	0.3