

**BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		Meets Standard						Does Not Meet						
		BCBS												
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		13,537	11,573	12,390									
	Number of Calls Answered - All Queues		13,474	11,476	12,276									
	Percent of Calls Abandoned	< 5%	0.5%	0.8%	0.9%									
	Percent of Calls Answered within 30 Seconds	85%	94.5%	89.9%	89.9%									
	Average Wait Time	< 2 minutes	0.1	0.2	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
Nurse Advice Line	Number of Calls Received - All Queues		624	601	637									
	Number of Calls Answered - All Queues		612	593	627									
	Percent of Calls Abandoned	< 5%	1.9%	1.3%	1.6%									
	Percent of Calls Answered within 30 Seconds	85%	89.9%	89.4%	89.0%									
	Average Wait Time	< 2 minutes	0.2	0.3	0.2									
Provider Services	Number of Calls Received - All Queues		6,355	5,814	6,391									
	Number of Calls Answered - All Queues		6,322	5,762	6,345									
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.7%									
	Percent of Calls Answered within 30 Seconds	85%	93.7%	89.0%	89.2%									
	Average Wait Time	< 2 minutes	0.2	0.3	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		4,955	4,810	5,073									
	Number of Calls Answered - All Queues		4,937	4,791	5,037									
	Percent of Calls Abandoned	< 5%	0.4%	0.4%	0.7%									
	Percent of Calls Answered within 30 Seconds	85%	97.9%	98.3%	97.5%									
	Average Wait Time	< 2 minutes	0.1	0.1	0.1									

Source: BCBS Report 2, M1-M3 CY23

**PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

			Meets Standard					Does Not Meet						
			PHP											
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		23,433	18,763	19,051									
	Number of Calls Answered - All Queues		23,036	18,605	18,786									
	Percent of Calls Abandoned	< 5%	1.7%	0.8%	1.4%									
	Percent of Calls Answered within 30 Seconds	85%	90%	95%	90%									
	Average Wait Time	< 2 minutes	0.3	0.2	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
Nurse Advice Line	Number of Calls Received - All Queues		2,319	2,111	2,611									
	Number of Calls Answered - All Queues		2,284	2,052	2,553									
	Percent of Calls Abandoned	< 5%	1.5%	2.8%	2.2%									
	Percent of Calls Answered within 30 Seconds	85%	97%	93%	94%									
	Average Wait Time	< 2 minutes	0.1	0.2	0.2									
Provider Services	Number of Calls Received - All Queues		3,929	3,700	6,227									
	Number of Calls Answered - All Queues		3,897	3,686	6,196									
	Percent of Calls Abandoned	< 5%	0.8%	0.4%	0.5%									
	Percent of Calls Answered within 30 Seconds	85%	93%	96%	90%									
	Average Wait Time	< 2 minutes	0.2	0.1	0.2									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
UM Line	Number of Calls Received - All Queues		971	844	1,283									
	Number of Calls Answered - All Queues		966	836	1,277									
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.5%									
	Percent of Calls Answered within 30 Seconds	85%	90%	92%	96%									
	Average Wait Time	< 2 minutes	0.2	0.2	0.1									

**WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		WSCC												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		5,740	4,868	5,509									
	Number of Calls Answered - All Queues		5,604	4,735	5,405									
	Percent of Calls Abandoned	< 5%	2.4%	2.7%	1.9%									
	Percent of Calls Answered within 30 Seconds	85%	86.7%	86.9%	91.6%									
	Average Wait Time	< 2 minutes	0.5	0.4	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
Nurse Advice Line	Number of Calls Received - All Queues		162	134	159									
	Number of Calls Answered - All Queues		158	132	158									
	Percent of Calls Abandoned	< 5%	2.5%	1.5%	0.6%									
	Percent of Calls Answered within 30 Seconds	85%	96.2%	93.9%	93.7%									
	Average Wait Time	< 2 minutes	0.7	0.1	0.2									
Provider Services	Number of Calls Received - All Queues		4,122	4,163	4,283									
	Number of Calls Answered - All Queues		4,044	4,052	4,204									
	Percent of Calls Abandoned	< 5%	1.9%	2.7%	1.8%									
	Percent of Calls Answered within 30 Seconds	85%	90.9%	84.3%	88.5%									
	Average Wait Time	< 2 minutes	0.3	0.6	0.4									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		1,552	1,435	1,691									
	Number of Calls Answered - All Queues		1,524	1,408	1,657									
	Percent of Calls Abandoned	< 5%	1.8%	1.9%	2.0%									
	Percent of Calls Answered within 30 Seconds	85%	94.4%	92.2%	91.7%									
	Average Wait Time	< 2 minutes	0.3	0.4	0.4									