

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	10,238	10,943	9,883						
	Number of Calls Answered - All Queues		13,474	11,476	12,276	10,180	10,900	9,804						
	Percent of Calls Abandoned	< 5%	0.5%	0.8%	0.9%	0.6%	0.4%	0.8%						
	Percent of Calls Answered within 30 Seconds	85%	94.5%	89.9%	89.9%	92.9%	95.7%	94.1%						
	Average Wait Time	< 2 minutes	0.1	0.2	0.3	0.2	0.1	0.2						
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		624	601	637	560	591	491						
	Number of Calls Answered - All Queues		612	593	627	555	589	488						
	Percent of Calls Abandoned	< 5%	1.9%	1.3%	1.6%	0.9%	0.3%	0.6%						
	Percent of Calls Answered within 30 Seconds	85%	89.9%	89.4%	89.0%	91.4%	91.7%	91.2%						
	Average Wait Time	< 2 minutes	0.2	0.3	0.2	0.2	0.2	0.2						
Provider Services	Number of Calls Received - All Queues		6,355	5,814	6,391	5,747	6,240	6,361						
	Number of Calls Answered - All Queues		6,322	5,762	6,345	5,725	6,213	6,329						
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.7%	0.4%	0.4%	0.5%						
	Percent of Calls Answered within 30 Seconds	85%	93.7%	89.0%	89.2%	92.3%	95.5%	92.5%						
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.2	0.1	0.2						
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		4,955	4,810	5,073	4,411	5,170	4,851						
	Number of Calls Answered - All Queues		4,937	4,791	5,037	4,395	5,159	4,831						
	Percent of Calls Abandoned	< 5%	0.4%	0.4%	0.7%	0.4%	0.2%	0.4%						
	Percent of Calls Answered within 30 Seconds	85%	97.9%	98.3%	97.5%	98.6%	99.2%	98.9%						
	Average Wait Time	< 2 minutes	0.1	0.1	0.1	0.1	0.0	0.0						

Source: BCBS Report 2, M1-M6 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	16,428	17,437	17,911						
	Number of Calls Answered - All Queues		23,036	18,605	18,786	16,266	17,185	17,597						
	Percent of Calls Abandoned	< 5%	1.7%	0.8%	1.4%	1.0%	1.4%	1.8%						
	Percent of Calls Answered within 30 Seconds	85%	90%	95%	90%	93.0%	91.0%	88.2%						
	Average Wait Time	< 2 minutes	0.3	0.2	0.3	0.2	0.3	0.4						
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		2,319	2,111	2,611	2,101	2,168	1,974						
	Number of Calls Answered - All Queues		2,284	2,052	2,553	2,054	2,139	1,957						
	Percent of Calls Abandoned	< 5%	1.5%	2.8%	2.2%	2.2%	1.3%	0.9%						
	Percent of Calls Answered within 30 Seconds	85%	97%	93%	94%	92%	97%	98%						
	Average Wait Time	< 2 minutes	0.1	0.2	0.2	0.3	0.1	0.1						
Provider Services	Number of Calls Received - All Queues		3,929	3,700	6,227	5,462	5,204	4,976						
	Number of Calls Answered - All Queues		3,897	3,686	6,196	5,417	5,187	4,955						
	Percent of Calls Abandoned	< 5%	0.8%	0.4%	0.5%	0.8%	0.3%	0.4%						
	Percent of Calls Answered within 30 Seconds	85%	93%	96%	90%	89.3%	90.7%	90.4%						
	Average Wait Time	< 2 minutes	0.2	0.1	0.2	0.2	0.2	0.2						
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		971	844	1,283	1,061	851	937						
	Number of Calls Answered - All Queues		966	836	1,277	1,056	847	933						
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.5%	0.5%	0.5%	0.4%						
	Percent of Calls Answered within 30 Seconds	85%	90%	92%	96%	94%	91%	91%						
	Average Wait Time	< 2 minutes	0.2	0.2	0.1	0.1	0.2	0.2						

WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard					Does Not Meet						
		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	4,585	5,154	5,305						
	Number of Calls Answered - All Queues		5,604	4,735	5,405	4,547	5,111	5,277						
	Percent of Calls Abandoned	< 5%	2.4%	2.7%	1.9%	0.8%	0.8%	0.8%						
	Percent of Calls Answered within 30 Seconds	85%	86.7%	86.9%	91.6%	97.2%	97.7%	97.9%						
	Average Wait Time	< 2 minutes	0.5	0.4	0.3	0.1	0.1	0.1						
Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%							
Nurse Advice Line	Number of Calls Received - All Queues		162	134	159	138	153	158						
	Number of Calls Answered - All Queues		158	132	158	135	151	156						
	Percent of Calls Abandoned	< 5%	2.5%	1.5%	0.6%	2.2%	1.3%	1.3%						
	Percent of Calls Answered within 30 Seconds	85%	96.2%	93.9%	93.7%	93.3%	97.4%	97.4%						
	Average Wait Time	< 2 minutes	0.7	0.1	0.2	0.2	0.1	0.2						
Provider Services	Number of Calls Received - All Queues		4,122	4,163	4,283	3,960	4,605	4,377						
	Number of Calls Answered - All Queues		4,044	4,052	4,204	3,887	4,505	4,294						
	Percent of Calls Abandoned	< 5%	1.9%	2.7%	1.8%	1.8%	2.2%	1.9%						
	Percent of Calls Answered within 30 Seconds	85%	90.9%	84.3%	88.5%	89.9%	91.1%	86.90%						
	Average Wait Time	< 2 minutes	0.3	0.6	0.4	0.4	0.3	0.5						
Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%							
UM Line	Number of Calls Received - All Queues		1,552	1,435	1,691	1,516	1,650	1,551						
	Number of Calls Answered - All Queues		1,524	1,408	1,657	1,465	1,601	1,492						
	Percent of Calls Abandoned	< 5%	1.8%	1.9%	2.0%	3.4%	3.0%	3.8%						
	Percent of Calls Answered within 30 Seconds	85%	94.4%	92.2%	91.7%	87.3%	88.1%	85.7%						
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.3	0.3	0.3						