

**BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		<div style="display: flex; justify-content: space-around; width: 100%;"> <span style="background-color: #90EE90; padding: 2px;">Meets Standard</span> <span style="background-color: #FFDAB9; padding: 2px;">Does Not Meet</span> </div>											
		BCBS											
CONTRACT STANDARD		January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		12,190	11,829	13,011	11,926	12,083	12,510	12,509	12,943	12,142		
	Number of Calls Answered - All Queues		12,031	11,624	12,837	11,768	11,968	12,338	12,324	12,679	11,976		
	Percent of Calls Abandoned	< 5%	1.3%	1.7%	1.3%	1.3%	1.0%	1.4%	1.5%	2.0%	1.4%		
	Percent of Calls Answered within 30 Seconds	85%	86.5%	85.9%	86.7%	88.5%	89.9%	87.9%	87.3%	85.5%	87.1%		
	Average Wait Time	< 2 minutes	0.4	0.4	0.4	0.3	0.2	0.3	0.3	0.4	0.3		
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
Nurse Advice Line	Number of Calls Received - All Queues		688	631	776	703	697	680	709	891	751		
	Number of Calls Answered - All Queues		672	622	759	676	662	666	702	876	742		
	Percent of Calls Abandoned	< 5%	2.3%	1.4%	2.2%	3.8%	5.0%	2.1%	1.0%	1.7%	1.2%		
	Percent of Calls Answered within 30 Seconds	85%	92.4%	92.4%	91.2%	84.9%	64.2%	80.8%	89.0%	84.6%	90.0%		
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.3	0.9	0.4	0.3	0.4	0.2		
Provider Services	Number of Calls Received - All Queues		9,984	9,206	10,384	8,264	3,973	4,428	3,750	3,542	3,736		
	Number of Calls Answered - All Queues		9,755	8,999	10,224	8,115	3,959	4,394	3,728	3,510	3,705		
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.5%	1.8%	0.4%	0.8%	0.6%	0.9%	0.8%		
	Percent of Calls Answered within 30 Seconds	85%	88.9%	87.0%	88.8%	88.4%	92.9%	90.4%	89.0%	87.4%	89.1%		
	Average Wait Time	< 2 minutes	0.3	0.4	0.3	0.3	0.2	0.2	0.3	0.4	0.3		
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
UM Line	Number of Calls Received - All Queues		7,789	7,665	8,491	8,208	7,138	7,563	7,538	6,933	6,858		
	Number of Calls Answered - All Queues		7,682	7,568	8,401	7,970	6,983	7,463	7,415	6,788	6,662		
	Percent of Calls Abandoned	< 5%	1.4%	1.3%	1.1%	2.9%	2.2%	1.3%	1.6%	2.1%	2.9%		
	Percent of Calls Answered within 30 Seconds	85%	86.3%	91.3%	92.2%	90.4%	89.9%	89.9%	89.6%	89.1%	90.9%		
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0.3	0.3	0.3	0.3	0.4	0.3		

Source: BCBS Report 2, M1-M6 CY21

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		19,240	17,801	19,941	17,877	15,818	17,933	17,065	18,215	17,027			
	Number of Calls Answered - All Queues		18,973	17,548	19,623	17,614	15,559	17,632	16,760	17,916	16,740			
	Percent of Calls Abandoned	< 5%	1.4%	1.4%	1.6%	1.5%	1.6%	1.7%	1.8%	1.6%	1.7%			
	Percent of Calls Answered within 30 Seconds	85%	90%	89%	88%	87.4%	87.3%	88.3%	87.5%	87.3%	87.5%			
	Average Wait Time	< 2 minutes	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.4	0.3	0.3		
Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Nurse Advice Line	Number of Calls Received - All Queues		2,856	2,493	2,558	2,904	2,671	2,431	2,745	3,171	2,790			
	Number of Calls Answered - All Queues		2,790	2,437	2,509	2,817	2,616	2,391	2,685	3,084	2,716			
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.9%	3.0%	2.1%	1.6%	2.2%	2.7%	2.7%			
	Percent of Calls Answered within 30 Seconds	85%	96%	96%	97%	94.4%	95.8%	96.0%	96.1%	93.8%	94.6%			
	Average Wait Time	< 2 minutes	0.2	0.1	0.1	0.2	0.2	0.1	0.2	0.2	0.2	0.2		
Provider Services	Number of Calls Received - All Queues		3,345	3,278	3,786	3,495	3,204	3,410	3,077	3,506	3,510			
	Number of Calls Answered - All Queues		3,315	3,236	3,742	3,454	3,166	3,365	3,043	3,469	3,465			
	Percent of Calls Abandoned	< 5%	0.9%	1.3%	1.2%	1.2%	1.2%	1.3%	1.1%	1.1%	1.3%			
	Percent of Calls Answered within 30 Seconds	85%	90.6%	86.6%	87.3%	88.6%	87.8%	88.6%	88.5%	88.6%	86.7%			
	Average Wait Time	< 2 minutes	0.4	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.4	0.4		
Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
UM Line	Number of Calls Received - All Queues		1,696	1,487	1,599	1,475	1,414	1,273	1,276	1,277	1,283			
	Number of Calls Answered - All Queues		1,683	1,471	1,588	1,454	1,398	1,258	1,260	1,261	1,273			
	Percent of Calls Abandoned	< 5%	0.8%	1.1%	0.7%	1.4%	1.1%	1.2%	1.3%	1.3%	0.8%			
	Percent of Calls Answered within 30 Seconds	85%	89.3%	85.7%	87.5%	88.2%	87.3%	88.1%	88.4%	90.3%	87.3%			
	Average Wait Time	< 2 minutes	0.2	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.2	0.3		

Source: PHP Report 2, M6 CY21

**WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		WSCC												
		Meets Standard						Does Not Meet						
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		5,113	4,579	5,372	4,526	4,015	4,258	4,611	5,011	5,252			
	Number of Calls Answered - All Queues		4,871	4,493	5,221	4,408	3,962	4,188	4,505	4,800	5,081			
	Percent of Calls Abandoned	< 5%	4.7%	1.9%	2.8%	2.6%	1.3%	1.6%	2.3%	4.2%	3.3%			
	Percent of Calls Answered within 30 Seconds	85%	88.2%	86.1%	84.3%	91.9%	91.0%	93.6%	94.7%	93.7%	93.8%			
	Average Wait Time	< 2 minutes	0.4	0.4	0.5	0.2	0.3	0.2	0.2	0.2	0.2			
Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%				
Nurse Advice Line	Number of Calls Received - All Queues		171	201	163	192	178	165	178	221	219			
	Number of Calls Answered - All Queues		166	197	163	190	172	160	175	218	214			
	Percent of Calls Abandoned	< 5%	2.9%	2.0%	0.0%	1.0%	3.4%	3.0%	1.7%	1.4%	2.3%			
	Percent of Calls Answered within 30 Seconds	85%	92.8%	93.9%	90.8%	89.5%	82.6%	91.9%	91.4%	86.2%	91.1%			
	Average Wait Time	< 2 minutes	0.3	0.2	0.4	0.4	0.6	0.2	0.2	0.3	0.2			
Provider Services	Number of Calls Received - All Queues		4,350	3,815	4,329	4,390	3,884	4,450	4,044	4,062	4,058			
	Number of Calls Answered - All Queues		4,277	3,752	4,216	4,284	3,788	4,328	3,946	3,965	3,976			
	Percent of Calls Abandoned	< 5%	1.7%	1.7%	2.6%	2.4%	2.5%	2.7%	2.4%	2.4%	2.0%			
	Percent of Calls Answered within 30 Seconds	85%	87.0%	88.8%	86.1%	88.3%	85.9%	84.96%	89.6%	89.7%	87.7%			
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.5	0.6	0.4	0.4	0.4	0.4			
Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%				
UM Line	Number of Calls Received - All Queues		1,512	1,634	1,806	1,746	1,411	1,653	1,519	1,576	1,416			
	Number of Calls Answered - All Queues		1,484	1,605	1,778	1,712	1,393	1,638	1,499	1,554	1,369			
	Percent of Calls Abandoned	< 5%	1.9%	1.8%	1.6%	1.9%	1.3%	0.9%	1.3%	1.4%	3.3%			
	Percent of Calls Answered within 30 Seconds	85%	93.1%	92.0%	93.3%	93.0%	96.0%	94.4%	93.0%	91.4%	91.0%			
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.4	0.2	0.4	0.3	0.4	0.5			

Source: WSCC Report 2, M6 CY21