

BCBS 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		14,395	12,311	13,778	0	0	0	0	0	0			
	Number of Calls Answered - All Queues		14,236	12,092	13,638	0	0	0	0	0	0			
	Percent of Calls Abandoned	< 5%	1.1%	1.8%	1.0%	0	0	0	0	0	0			
	Percent of Calls Answered within 30 Seconds	85%	85.9%	80.4%	87.5%	0	0	0	0	0	0			
	Average Wait Time	< 2 minutes	0.3	0.6	0.3	0	0	0	0	0	0			
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	BCBS	100.0%	0	0	0	0	0	0			
Nurse Advice Line	Number of Calls Received - All Queues		917	586	715	0	0	0	0	0	0			
	Number of Calls Answered - All Queues		904	584	711	0	0	0	0	0	0			
	Percent of Calls Abandoned	< 5%	1.4%	0.3%	0.6%	0	0	0	0	0	0			
	Percent of Calls Answered within 30 Seconds	85%	83.8%	93.5%	90.0%	0	0	0	0	0	0			
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0	0	0	0	0	0			
Provider Services	Number of Calls Received - All Queues		5,072	5,541	6,132	0	0	0	0	0	0			
	Number of Calls Answered - All Queues		5,022	5,476	6,070	0	0	0	0	0	0			
	Percent of Calls Abandoned	< 5%	1.0%	1.2%	1.0%	0	0	0	0	0	0			
	Percent of Calls Answered within 30 Seconds	85%	86.1%	76.7%	84.6%	0	0	0	0	0	0			
	Average Wait Time	< 2 minutes	0.3	0.8	0.4	0	0	0	0	0	0			
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	84.6%	100.0%	0	0	0	0	0	0			
UM Line	Number of Calls Received - All Queues		5,798	5,459	5,701	0	0	0	0	0	0			
	Number of Calls Answered - All Queues		5,725	5,361	5,621	0	0	0	0	0	0			
	Percent of Calls Abandoned	< 5%	1.3%	1.8%	1.4%	0	0	0	0	0	0			
	Percent of Calls Answered within 30 Seconds	85%	89.9%	92.5%	92.8%	0	0	0	0	0	0			
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0	0	0	0	0	0			

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard					Does Not Meet						
			PHP											
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		22,002	18,337	19,460									
	Number of Calls Answered - All Queues		21,590	17,965	19,177									
	Percent of Calls Abandoned	< 5%	1.9%	2.0%	1.5%									
	Percent of Calls Answered within 30 Seconds	85%	86.8%	89.6%	90.0%									
	Average Wait Time	< 2 minutes	0.5	0.3	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		3,449	2,120	2,381									
	Number of Calls Answered - All Queues		3,347	2,079	2,352									
	Percent of Calls Abandoned	< 5%	3.0%	1.9%	1.2%									
	Percent of Calls Answered within 30 Seconds	85%	89.9%	95.6%	96.4%									
	Average Wait Time	< 2 minutes	0.3	0.1	0.1									
Provider Services	Number of Calls Received - All Queues		2,960	2,860	4,132									
	Number of Calls Answered - All Queues		2,932	2,828	4,115									
	Percent of Calls Abandoned	< 5%	0.9%	1.1%	0.4%									
	Percent of Calls Answered within 30 Seconds	85%	86.6%	86.6%	87.8%									
	Average Wait Time	< 2 minutes	0.4	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		1,106	1,062	1,146									
	Number of Calls Answered - All Queues		1,095	1,052	1,144									
	Percent of Calls Abandoned	< 5%	1.0%	0.9%	0.2%									
	Percent of Calls Answered within 30 Seconds	85%	88.6%	93.3%	92.0%									
	Average Wait Time	< 2 minutes	0.3	0.2	0.2									

Source: PHP Report 2, M1-M3 CY22

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		5,277	4,296	4,960									
	Number of Calls Answered - All Queues		5,093	4,188	4,678									
	Percent of Calls Abandoned	< 5%	3.5%	2.5%	5.7%									
	Percent of Calls Answered within 30 Seconds	85%	77.4%	86.3%	75.8%									
	Average Wait Time	< 2 minutes	0.9	0.6	1.1									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
Nurse Advice Line	Number of Calls Received - All Queues		212	119	164									
	Number of Calls Answered - All Queues		206	118	159									
	Percent of Calls Abandoned	< 5%	2.8%	0.8%	3.0%									
	Percent of Calls Answered within 30 Seconds	85%	74.8%	89.0%	93.7%									
	Average Wait Time	< 2 minutes	0.5	0.2	0.2									
Provider Services	Number of Calls Received - All Queues		4,036	3,846	4,529									
	Number of Calls Answered - All Queues		3,853	3,591	4,142									
	Percent of Calls Abandoned	< 5%	4.5%	6.6%	8.5%									
	Percent of Calls Answered within 30 Seconds	85%	63.6%	63.9%	61.9%									
	Average Wait Time	< 2 minutes	1.9	1.9	2.9									
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%									
UM Line	Number of Calls Received - All Queues		1,510	1,584	1,678									
	Number of Calls Answered - All Queues		1,474	1,554	1,634									
	Percent of Calls Abandoned	< 5%	2.4%	1.9%	2.6%									
	Percent of Calls Answered within 30 Seconds	85%	90.8%	91.2%	89.3%									
	Average Wait Time	< 2 minutes	0.6	0.5	0.7									

Source: WSCC Report 2, M3,CY22