

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		14,395	12,311	13,778	11,325	11,778	11,779	10,756	14,017	12,038			
	Number of Calls Answered - All Queues		14,236	12,092	13,638	11,201	11,702	11,690	10,646	13,923	11,955			
	Percent of Calls Abandoned	< 5%	1.1%	1.8%	1.0%	1.1%	0.6%	0.8%	1.0%	0.7%	0.7%			
	Percent of Calls Answered within 30 Seconds	85%	85.9%	80.4%	87.4%	86.6%	91.3%	93.2%	89.1%	93.8%	95.7%			
	Average Wait Time	< 2 minutes	0.3	0.6	0.3	0.3	0.2	0.2	0.3	0.2	0.2			
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	89.5%	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%			
Nurse Advice Line	Number of Calls Received - All Queues		917	586	715	635	782	691	720	754	680			
	Number of Calls Answered - All Queues		904	584	711	627	775	685	711	746	672			
	Percent of Calls Abandoned	< 5%	1.4%	0.3%	0.6%	1.3%	0.9%	0.9%	1.3%	1.1%	1.2%			
	Percent of Calls Answered within 30 Seconds	85%	83.8%	93.5%	90.0%	85.0%	91.6%	90.4%	91.6%	87.9%	92.6%			
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0.3	0.1	0.2	0.2	0.1	0.2			
	Provider Services	Number of Calls Received - All Queues		5,072	5,541	6,142	5,579	5,433	5,834	5,674	6,083	5,639		
Number of Calls Answered - All Queues			5,022	5,476	6,080	5,532	5,394	5,789	5,642	6,054	5,616			
Percent of Calls Abandoned		< 5%	1.0%	1.2%	1.0%	0.8%	0.7%	0.8%	0.6%	0.5%	0.4%			
Percent of Calls Answered within 30 Seconds		85%	86.1%	76.7%	84.7%	83.9%	89.4%	91.8%	87.5%	91.6%	92.2%			
Average Wait Time		< 2 minutes	0.3	0.8	0.4	0.5	0.3	0.3	0.4	0.3	0.3			
Percent of Voicemails Returned by Next Business Day		100%	100.0%	84.6%	100.0%	100.0%	95.9%	100.0%	100.0%	100.0%	100.0%			
UM Line	Number of Calls Received - All Queues		5,798	5,459	5,701	5,496	4,989	5,280	4,524	5,561	5,340			
	Number of Calls Answered - All Queues		5,725	5,361	5,621	5,405	4,931	5,219	4,481	5,513	5,283			
	Percent of Calls Abandoned	< 5%	1.3%	1.8%	1.4%	1.7%	1.2%	1.2%	1.0%	0.9%	1.1%			
	Percent of Calls Answered within 30 Seconds	85%	89.9%	92.5%	92.8%	90.7%	91.5%	94.9%	93.8%	95.6%	93.3%			
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0.4	0.4	0.3	0.2	0.2	0.2			

Source: BCBS Report 2, M1-M9 CY22

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	17,542	17,465	18,863	17,757	21,608	18,866				
	Number of Calls Answered - All Queues		21,590	17,965	19,177	17,301	17,264	18,551	17,482	21,283	18,560				
	Percent of Calls Abandoned	< 5%	1.9%	2.0%	1.5%	1.4%	1.2%	1.7%	1.5%	1.5%	1.60%				
	Percent of Calls Answered within 30 Seconds	85%	86.8%	89.6%	90.0%	88.8%	90.8%	86.8%	88.6%	86.1%	87.30%				
	Average Wait Time	< 2 minutes	0.5	0.3	0.3	0.3	0.2	0.3	0.3	0.3	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		3,449	2,120	2,381	2,524	2,586	2,378	2,612	2,567	2,088				
	Number of Calls Answered - All Queues		3,347	2,079	2,352	2,457	2,512	2,335	2,529	2,506	2,046				
	Percent of Calls Abandoned	< 5%	3.0%	1.9%	1.2%	2.7%	2.9%	1.8%	3.2%	2.4%	2.00%				
	Percent of Calls Answered within 30 Seconds	85%	89.9%	95.6%	96.4%	95.7%	93.9%	94.0%	91.6%	94.7%	96.00%				
	Average Wait Time	< 2 minutes	0.3	0.1	0.1	0.2	0.2	0.2	0.3	0.2	0.2				
Provider Services	Number of Calls Received - All Queues		2,960	2,860	4,132	3,396	3,194	3,521	3,137	3,865	3,507				
	Number of Calls Answered - All Queues		2,932	2,828	4,115	3,375	3,168	3,490	3,116	3,846	3,478				
	Percent of Calls Abandoned	< 5%	0.9%	1.1%	0.4%	0.6%	0.8%	0.9%	0.7%	0.5%	0.80%				
	Percent of Calls Answered within 30 Seconds	85%	86.6%	86.6%	87.8%	88.8%	88.5%	86.4%	87.2%	86.4%	88.00%				
	Average Wait Time	< 2 minutes	0.4	0.3	0.3	0.2	0.2	0.3	0.2	0.3	0.2				
	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		1,106	1,062	1,146	1,032	1,019	997	853	1,050	923				
	Number of Calls Answered - All Queues		1,095	1,052	1,144	1,030	1,017	991	851	1,047	918				
	Percent of Calls Abandoned	< 5%	1.0%	0.9%	0.2%	0.2%	0.2%	0.6%	0.2%	0.3%	0.50%				
	Percent of Calls Answered within 30 Seconds	85%	88.6%	93.3%	92.0%	88.7%	92.5%	88.0%	96.9%	90.4%	90.00%				
	Average Wait Time	< 2 minutes	0.3	0.2	0.2	0.2	0.2	0.2	0.1	0.2	0.2				

Source: PHP Report 2, M1-M3 CY22

**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
88	Number of Calls Received - All Queues		5,277	4,296	4,960	4,109	4,110	4,073	3,688	4,723	4,362			
	Number of Calls Answered - All Queues		5,093	4,188	4,678	4,007	3,908	3,975	3,608	4,588	4,283			
	Percent of Calls Abandoned	< 5%	3.5%	2.5%	5.7%	2.5%	4.9%	2.4%	2.2%	2.9%	1.8%			
	Percent of Calls Answered within 30 Seconds	85%	77.4%	86.3%	75.8%	90.7%	93.6%	95.9%	96	89	95.5%			
	Average Wait Time	< 2 minutes	0.9	0.6	1.1	0.4	0.3	0.2	0.2	0.5	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		212	119	164	170	191	175	161	135	160			
	Number of Calls Answered - All Queues		206	118	159	170	188	173	159	136	157			
	Percent of Calls Abandoned	< 5%	2.8%	0.8%	3.0%	0.0%	1.6%	1.1%	1.2%	0.0%	1.9%			
	Percent of Calls Answered within 30 Seconds	85%	74.8%	89.0%	93.7%	91.8%	95.7%	96.5%	94.3%	97.8%	98.1%			
	Average Wait Time	< 2 minutes	0.5	0.2	0.2	0.2	0.2	0.1	0.2	0.1	0.2			
Provider Services	Number of Calls Received - All Queues		4,036	3,846	4,529	3,990	3,771	4,105	3,721	4,394	3,750			
	Number of Calls Answered - All Queues		3,853	3,591	4,142	3,881	3,626	3,994	3,588	4,261	3,635			
	Percent of Calls Abandoned	< 5%	4.5%	6.6%	8.5%	2.7%	3.8%	2.7%	3.6%	3.0%	3.1%			
	Percent of Calls Answered within 30 Seconds	85%	63.6%	63.9%	61.9%	88.3%	89.3%	91.20%	85.7%	85.7%	89.6%			
	Average Wait Time	< 2 minutes	1.9	1.9	2.9	0.4	0.3	0.3	0.4	0.4	0.3			
	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		1,510	1,984	1,678	1,605	1,498	1,536	1,547	1,793	1,463			
	Number of Calls Answered - All Queues		1,474	1,554	1,634	1,560	1,452	1,489	1,514	1,733	1,412			
	Percent of Calls Abandoned	< 5%	2.4%	1.9%	2.6%	2.8%	3.1%	3.1%	2.1%	3.3%	3.5%			
	Percent of Calls Answered within 30 Seconds	85%	90.8%	91.2%	89.3%	90.1%	86.6%	85.8%	87.5%	89.6%	88.9%			
	Average Wait Time	< 2 minutes	0.6	0.5	0.7	0.5	0.8	0.7	0.6	0.5	0.7			