

**BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		BCBS												
		Meets Standard						Does Not Meet						
		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	12,246	12,144	10,404
	Number of Calls Answered - All Queues		14,236	12,092	13,638	11,201	11,702	11,690	10,646	13,923	11,955	12,212	12,092	10,379
	Percent of Calls Abandoned	< 5%	1.1%	1.8%	1.0%	1.1%	0.6%	0.8%	1.0%	0.7%	0.7%	0.3%	0.4%	0.2%
	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%	98.7%	96.3%	97.0%
	Average Wait Time	< 2 minutes	0.3	0.6	0.3	0.3	0.2	0.2	0.3	0.2	0.2	0.1	0.1	0.1
	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%	100.0%	100.0%	100.0%
Nurse Advice Line	Number of Calls Received - All Queues		917	586	715	635	782	691	720	754	680	658	846	840
	Number of Calls Answered - All Queues		904	584	711	627	775	685	711	746	672	650	840	832
	Percent of Calls Abandoned	< 5%	1.4%	0.3%	0.6%	1.3%	0.9%	0.9%	1.3%	1.1%	1.2%	1.2%	0.7%	1.0%
	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%	88.9%	89.5%	90.1%
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0.3	0.1	0.2	0.2	0.1	0.2	0.2	0.2	0.3
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	5,812	5,517	5,423
	Number of Calls Answered - All Queues		5,022	5,476	6,080	5,532	5,394	5,789	5,642	6,054	5,616	5,803	5,495	5,405
	Percent of Calls Abandoned	< 5%	1.0%	1.2%	1.0%	0.8%	0.7%	0.8%	0.6%	0.5%	0.4%	0.2%	0.4%	0.3%
	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%	96.9%	95.1%	96.6%
	Average Wait Time	< 2 minutes	0.3	0.8	0.4	0.5	0.3	0.3	0.4	0.3	0.3	0.1	0.1	0.1
	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%	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	5,155	4,316	4,059
	Number of Calls Answered - All Queues		5,725	5,361	5,621	5,405	4,931	5,219	4,481	5,513	5,283	5,089	4,287	4,028
	Percent of Calls Abandoned	< 5%	1.3%	1.8%	1.4%	1.7%	1.2%	1.2%	1.0%	0.9%	1.1%	1.3%	0.7%	0.8%
	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%	93.2%	96.4%	97.9%
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0.4	0.4	0.3	0.2	0.2	0.2	0.2	0.1	0.0

Source: BCBS Report 2, M1-M12 CY22

**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		22,002	18,337	19,460	17,542	17,465	18,863	17,757	21,608	18,866	17,839	16,707	16,011
	Number of Calls Answered - All Queues		21,590	17,965	19,177	17,301	17,264	18,551	17,482	21,283	18,560	17,580	16,500	15,882
	Percent of Calls Abandoned	< 5%	1.9%	2.0%	1.5%	1.4%	1.2%	1.7%	1.5%	1.5%	1.6%	1.5%	1.2%	0.8%
	Percent of Calls Answered within 30 Seconds	85%	87%	90%	90%	89%	91%	87%	89%	86%	87%	88%	91%	95%
	Average Wait Time	< 2 minutes	0.5	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.3	0.3	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	2,472	2,948	2,841
	Number of Calls Answered - All Queues		3,347	2,079	2,352	2,457	2,512	2,335	2,529	2,506	2,046	2,413	2,838	2,766
	Percent of Calls Abandoned	< 5%	3.0%	1.9%	1.2%	2.7%	2.9%	1.8%	3.2%	2.4%	2.0%	2.4%	3.7%	2.6%
	Percent of Calls Answered within 30 Seconds	85%	90%	96%	96%	96%	94%	94%	92%	95%	96%	95%	89%	91%
	Average Wait Time	< 2 minutes	0.3	0.1	0.1	0.2	0.2	0.2	0.3	0.2	0.2	0.2	0.4	0.3
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	3,836	3,277	3,534
	Number of Calls Answered - All Queues		2,932	2,828	4,115	3,375	3,168	3,490	3,116	3,846	3,478	3,810	3,252	3,509
	Percent of Calls Abandoned	< 5%	0.9%	1.1%	0.4%	0.6%	0.8%	0.9%	0.7%	0.5%	0.8%	0.7%	0.8%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	87%	87%	88%	89%	88%	86%	87%	86%	88%	87%	87%	92%
	Average Wait Time	< 2 minutes	0.4	0.3	0.3	0.2	0.2	0.3	0.2	0.3	0.2	0.3	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues		1,106	1,062	1,146	1,032	1,019	997	853	1,050	923	951	798	824
	Number of Calls Answered - All Queues		1,095	1,052	1,144	1,030	1,017	991	851	1,047	918	947	797	819
	Percent of Calls Abandoned	< 5%	1.0%	0.9%	0.2%	0.2%	0.2%	0.6%	0.2%	0.3%	0.5%	0.4%	0.1%	0.6%
	Percent of Calls Answered within 30 Seconds	85%	89%	93%	92%	89%	93%	88%	97%	90%	90%	91%	88%	93%
	Average Wait Time	< 2 minutes	0.3	0.2	0.2	0.2	0.2	0.2	0.1	0.2	0.2	0.2	0.2	0.2

**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	4,702	4,436	4,636
	Number of Calls Answered - All Queues		5,093	4,188	4,678	4,007	3,908	3,975	3,608	4,588	4,283	4,555	4,311	45
	Percent of Calls Abandoned	< 5%	3.5%	2.5%	5.7%	2.5%	4.9%	2.4%	2.2%	2.9%	1.8%	3.1%	2.8%	2.0%
	Percent of Calls Answered within 30 Seconds	85%	77.4%	86.3%	75.8%	90.7%	93.6%	95.9%	96	89	95.5%	87%	86%	91%
	Average Wait Time	< 2 minutes	0.9	0.6	1.1	0.4	0.3	0.2	0.2	0.5	0.2	0.5	0.6	0.3
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues		212	119	164	170	191	175	161	135	160	153	181	237
	Number of Calls Answered - All Queues		206	118	159	170	188	173	159	136	157	152	177	231
	Percent of Calls Abandoned	< 5%	2.8%	0.8%	3.0%	0.0%	1.6%	1.1%	1.2%	0.0%	1.9%	0.7%	2.2%	2.5%
	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%	95%	97%	96%
	Average Wait Time	< 2 minutes	0.5	0.2	0.2	0.2	0.2	0.1	0.2	0.1	0.2	0.2	0.2	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	3,706	3,828	3,803
	Number of Calls Answered - All Queues		3,853	3,591	4,142	3,881	3,626	3,994	3,588	4,261	3,635	3,577	3,709	3,702
	Percent of Calls Abandoned	< 5%	4.5%	6.6%	8.5%	2.7%	3.8%	2.7%	3.6%	3.0%	3.1%	3.5%	3.1%	2.7%
	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%	85%	86%	88%
	Average Wait Time	< 2 minutes	1.9	1.9	2.9	0.4	0.3	0.3	0.4	0.4	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%	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	1,414	1,603	1,510
	Number of Calls Answered - All Queues		1,474	1,554	1,634	1,560	1,452	1,489	1,514	1,733	1,412	1,390	1,569	1,483
	Percent of Calls Abandoned	< 5%	2.4%	1.9%	2.6%	2.8%	3.1%	3.1%	2.1%	3.3%	3.5%	1.7%	2.1%	1.8%
	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%	91%	94%	95%
	Average Wait Time	< 2 minutes	0.6	0.5	0.7	0.5	0.8	0.7	0.6	0.5	0.7	0.5	0.3	0.3