

BCBS 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		13,537	11,573	12,390	10,238	10,943	9,883	9,642	11,041	9,532			
	Number of Calls Answered - All Queues		13,474	11,476	12,276	10,180	10,900	9,804	9,604	11,006	9,430			
	Percent of Calls Abandoned	< 5%	0.5%	0.8%	0.9%	0.6%	0.4%	0.8%	0.4%	0.3%	1.1%			
	Percent of Calls Answered within 30 Seconds	85%	94.5%	89.9%	89.9%	92.9%	95.7%	94.1%	95.8%	97.5%	97.4%			
	Average Wait Time	< 2 minutes	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.1			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%			
Nurse Advice Line	Number of Calls Received - All Queues		624	601	637	560	591	491	526	567	569			
	Number of Calls Answered - All Queues		612	593	627	555	589	488	523	562	567			
	Percent of Calls Abandoned	< 5%	1.9%	1.3%	1.6%	0.9%	0.3%	0.6%	0.6%	0.9%	0.4%			
	Percent of Calls Answered within 30 Seconds	85%	89.9%	89.4%	89.0%	91.4%	91.7%	91.2%	91.2%	86.3%	91.7%			
	Average Wait Time	< 2 minutes	0.2	0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.1			
Provider Services	Number of Calls Received - All Queues		6,355	5,814	6,391	5,747	6,240	6,361	5,346	6,497	6,002			
	Number of Calls Answered - All Queues		6,322	5,762	6,345	5,725	6,213	6,329	5,332	6,477	5,977			
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.7%	0.4%	0.4%	0.5%	0.3%	0.3%	0.4%			
	Percent of Calls Answered within 30 Seconds	85%	93.7%	89.0%	89.2%	92.3%	95.5%	92.5%	94.9%	97.3%	96.3%			
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.2	0.1	0.2	0.1	0.1	0.2			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%			
UM Line	Number of Calls Received - All Queues		4,955	4,810	5,073	4,411	5,170	4,851	4,425	5,134	4,227			
	Number of Calls Answered - All Queues		4,937	4,791	5,037	4,395	5,159	4,831	4,410	5,123	4,197			
	Percent of Calls Abandoned	< 5%	0.4%	0.4%	0.7%	0.4%	0.2%	0.4%	0.3%	0.2%	0.7%			
	Percent of Calls Answered within 30 Seconds	85%	97.9%	98.3%	97.5%	98.6%	99.2%	98.9%	98.9%	99.4%	96.1%			
	Average Wait Time	< 2 minutes	0.1	0.1	0.1	0.1	0.0	0.0	0.1	0.0	0.4			

Source: WSCC Report 2, M1-M9 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	17,137	19,376	16,145			
	Number of Calls Answered - All Queues		23,036	18,605	18,786	16,266	17,185	17,597	16,880	19,005	15,883			
	Percent of Calls Abandoned	< 5%	1.7%	0.8%	1.4%	1.0%	1.4%	1.8%	1.5%	1.9%	1.6%			
	Percent of Calls Answered within 30 Seconds	85%	90%	95%	90%	93.0%	91.0%	88.2%	88%	88%	88%			
	Average Wait Time	< 2 minutes	0.3	0.2	0.3	0.2	0.3	0.4	0.3	0.4	0.4			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%			
Nurse Advice Line	Number of Calls Received - All Queues		2,319	2,111	2,611	2,101	2,168	1,974	1,977	2,003	1,923			
	Number of Calls Answered - All Queues		2,284	2,052	2,553	2,054	2,139	1,957	1,958	1,979	1,896			
	Percent of Calls Abandoned	< 5%	1.5%	2.8%	2.2%	2.2%	1.3%	0.9%	1.0%	1.2%	1.4%			
	Percent of Calls Answered within 30 Seconds	85%	97%	93%	94%	92%	97%	98%	98%	97%	98%			
	Average Wait Time	< 2 minutes	0.1	0.2	0.2	0.3	0.1	0.1	0.1	0.1	0.1			
Provider Services	Number of Calls Received - All Queues		3,929	3,700	6,227	5,462	5,204	4,976	4,599	5,292	4,150			
	Number of Calls Answered - All Queues		3,897	3,686	6,196	5,417	5,187	4,955	4,580	5,275	4,135			
	Percent of Calls Abandoned	< 5%	0.8%	0.4%	0.5%	0.8%	0.3%	0.4%	0.4%	0.3%	0.4%			
	Percent of Calls Answered within 30 Seconds	85%	93%	96%	90%	89.3%	90.7%	90.4%	93%	92%	89%			
	Average Wait Time	< 2 minutes	0.2	0.1	0.2	0.2	0.2	0.2	0.1	0.2	0.2			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%			
UM Line	Number of Calls Received - All Queues		971	844	1,283	1,061	851	937	786	936	714			
	Number of Calls Answered - All Queues		966	836	1,277	1,056	847	933	782	924	710			
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.5%	0.5%	0.5%	0.4%	0.5%	1.3%	0.6%			
	Percent of Calls Answered within 30 Seconds	85%	90%	92%	96%	94%	91%	91%	94%	91%	92%			
	Average Wait Time	< 2 minutes	0.2	0.2	0.1	0.1	0.2	0.2	0.1	0.2	0.1			

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	4,951	5,741	5,205			
	Number of Calls Answered - All Queues		5,604	4,735	5,405	4,547	5,111	5,277	4,894	5,683	5,085			
	Percent of Calls Abandoned	< 5%	2.4%	2.7%	1.9%	0.8%	0.8%	0.5%	1.2%	1.0%	2.3%			
	Percent of Calls Answered within 30 Seconds	85%	86.7%	86.9%	91.6%	97.2%	97.7%	97.9%	95.8%	96.9%	91.1%			
	Average Wait Time	< 2 minutes	0.5	0.4	0.3	0.1	0.1	0.1	0.5	0.2	0.5			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	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	126	151	145			
	Number of Calls Answered - All Queues		158	132	158	135	151	156	124	150	139			
	Percent of Calls Abandoned	< 5%	2.5%	1.5%	0.6%	2.2%	1.3%	1.3%	1.6%	0.7%	4.1%			
	Percent of Calls Answered within 30 Seconds	85%	96.2%	93.9%	93.7%	93.3%	97.4%	97.4%	96.0%	96.7%	98.6%			
	Average Wait Time	< 2 minutes	0.7	0.1	0.2	0.2	0.1	0.2	0.1	0.1	0.1			
Provider Services	Number of Calls Received - All Queues		4,122	4,163	4,283	3,960	4,605	4,377	4,202	5,273	4,364			
	Number of Calls Answered - All Queues		4,044	4,052	4,204	3,887	4,505	4,294	4,157	5,189	4,270			
	Percent of Calls Abandoned	< 5%	1.9%	2.7%	1.8%	1.8%	2.2%	1.9%	1.1%	1.6%	2.2%			
	Percent of Calls Answered within 30 Seconds	85%	90.9%	84.3%	88.5%	89.9%	91.1%	86.9%	90.1%	86.9%	86.2%			
	Average Wait Time	< 2 minutes	0.3	0.6	0.4	0.4	0.3	0.5	0.3	0.6	0.5			
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	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	1,481	1,782	1,406			
	Number of Calls Answered - All Queues		1,524	1,408	1,657	1,465	1,601	1,492	1,402	1,765	1,386			
	Percent of Calls Abandoned	< 5%	1.8%	1.9%	2.0%	3.4%	3.0%	3.8%	5.3%	1.0%	1.4%			
	Percent of Calls Answered within 30 Seconds	85%	94.4%	92.2%	91.7%	87.3%	88.1%	85.7%	83.4%	97.3%	97.5%			
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.3	0.3	0.3	0.4	0.1	0.2			