

**BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

		WSSC												
		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		13,537	11,573	12,390	10,238	10,943	9,883	9,642	11,041	9,532	9,977	9,398	8,574
	Number of Calls Answered - All Queues		13,474	11,476	12,276	10,180	10,900	9,804	9,604	11,006	9,430	9,870	9,325	8,525
	Percent of Calls Abandoned	< 5%	0.5%	0.8%	0.9%	0.6%	0.4%	0.8%	0.4%	0.3%	1.1%	1.1%	0.8%	0.6%
	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%	96%	92%	96%
	Average Wait Time	< 2 minutes	0.1	0.2	0.3	0.2	0.1	0.2	0.1	0.1	0.1	0.2	0.2	0.1
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues		624	601	637	560	591	491	526	567	569	544	595	675
	Number of Calls Answered - All Queues		612	593	627	555	589	488	523	562	567	543	594	670
	Percent of Calls Abandoned	< 5%	1.9%	1.3%	1.6%	0.9%	0.3%	0.6%	0.6%	0.9%	0.4%	0.2%	0.2%	0.7%
	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%	90%	94%	79.7%
	Average Wait Time	< 2 minutes	0.2	0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.1	0.2	0.1	0.4
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	6,737	6,099	5,910
	Number of Calls Answered - All Queues		6,322	5,762	6,345	5,725	6,213	6,329	5,332	6,477	5,977	6,724	6,075	5,898
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.7%	0.4%	0.4%	0.5%	0.3%	0.3%	0.4%	0.2%	0.4%	0.2%
	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%	96%	91%	94%
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.2	0.1	0.2	0.1	0.1	0.2	0.2	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%	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	4,401	3,636	3,611
	Number of Calls Answered - All Queues		4,937	4,791	5,037	4,395	5,159	4,831	4,410	5,123	4,197	4,380	3,619	3,586
	Percent of Calls Abandoned	< 5%	0.4%	0.4%	0.7%	0.4%	0.2%	0.4%	0.3%	0.2%	0.7%	0.5%	0.5%	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%	98%	97%	94%
	Average Wait Time	< 2 minutes	0.1	0.1	0.1	0.1	0.0	0.0	0.1	0.0	0.4	0.3	0.4	0.1

Source: WSSC Report 2, M1-M12 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	16,931	16,049	14,908
	Number of Calls Answered - All Queues		23,036	18,605	18,786	16,266	17,185	17,597	16,880	19,005	15,883	16,659	15,834	14,715
	Percent of Calls Abandoned	< 5%	1.7%	0.8%	1.4%	1.0%	1.4%	1.8%	1.5%	1.9%	1.6%	1.6%	1.3%	1.3%
	Percent of Calls Answered within 30 Seconds	85%	90%	95%	90%	93.0%	91.0%	88.2%	88%	88%	88%	88%	88%	91%
	Average Wait Time	< 2 minutes	30%	20%	30%	20%	30%	40%	30%	40%	40%	40%	30%	30%
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	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	1,882	1,836	2,065
	Number of Calls Answered - All Queues		2,284	2,052	2,553	2,054	2,139	1,957	1,958	1,979	1,896	1,856	1,811	2,025
	Percent of Calls Abandoned	< 5%	1.5%	2.8%	2.2%	2.2%	1.3%	0.9%	1.0%	1.2%	1.4%	1.4%	1.4%	1.9%
	Percent of Calls Answered within 30 Seconds	85%	97%	93%	94%	92%	97%	98%	98%	97%	98%	96%	96%	93%
	Average Wait Time	< 2 minutes	0.1	0.2	0.2	0.3	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.2
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	4,084	3,782	3,640
	Number of Calls Answered - All Queues		3,897	3,686	6,196	5,417	5,187	4,955	4,580	5,275	4,135	4,065	3,762	3,624
	Percent of Calls Abandoned	< 5%	0.8%	0.4%	0.5%	0.8%	0.3%	0.4%	0.4%	0.3%	0.4%	0.5%	0.5%	0.4%
	Percent of Calls Answered within 30 Seconds	85%	93%	96%	90%	89.3%	90.7%	90.4%	93%	92%	89%	90%	86%	90%
	Average Wait Time	< 2 minutes	20%	10%	20%	20%	20%	20%	10%	20%	20%	20%	30%	20%
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues		971	844	1,283	1,061	851	937	786	936	714	729	723	637
	Number of Calls Answered - All Queues		966	836	1,277	1,056	847	933	782	924	710	722	717	634
	Percent of Calls Abandoned	< 5%	0.5%	0.9%	0.5%	0.5%	0.5%	0.4%	0.5%	1.3%	0.6%	1.0%	0.8%	0.5%
	Percent of Calls Answered within 30 Seconds	85%	90%	92%	96%	94%	91%	91%	94%	91%	92%	89%	90%	94%
	Average Wait Time	< 2 minutes	0.2	0.2	0.1	0.1	0.2	0.2	0.1	0.2	0.1	0.2	0.2	0.1

Source: PHP Report 2, M1-M12 CY23

**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		5,740	4,868	5,509	4,585	5,154	5,305	4,951	5,741	5,205	5,467	5,264	4,763
	Number of Calls Answered - All Queues		5,604	4,735	5,405	4,547	5,111	5,277	4,894	5,683	5,085	5,350	5,141	4,671
	Percent of Calls Abandoned	< 5%	2.4%	2.7%	1.9%	0.8%	0.8%	0.5%	1.2%	1.0%	2.3%	2.1%	2.3%	1.9%
	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%	89%	87%	91%
	Average Wait Time	< 2 minutes	0.5	0.4	0.3	0.1	0.1	0.1	0.5	0.2	0.5	0.4	0.6	0.4
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues		162	134	159	138	153	158	126	151	145	158	152	176
	Number of Calls Answered - All Queues		158	132	158	135	151	156	124	150	139	154	151	173
	Percent of Calls Abandoned	< 5%	2.5%	1.5%	0.6%	2.2%	1.3%	1.3%	1.6%	0.7%	4.1%	2.5%	0.7%	1.7%
	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%	94%	95%	94%
	Average Wait Time	< 2 minutes	0.7	0.1	0.2	0.2	0.1	0.2	0.1	0.1	0.1	0.3	0.3	0.3
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	5,178	4,438	3,985
	Number of Calls Answered - All Queues		4,044	4,052	4,204	3,887	4,505	4,294	4,157	5,189	4,270	5,083	4,358	3,909
	Percent of Calls Abandoned	< 5%	1.9%	2.7%	1.8%	1.8%	2.2%	1.9%	1.1%	1.6%	2.2%	1.8%	1.8%	1.9%
	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%	85%	85%	85%
	Average Wait Time	< 2 minutes	0.3	0.6	0.4	0.4	0.3	0.5	0.3	0.6	0.5	0.5	0.7	0.6
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100.0%	100.0%	100.0%	100%	100%	100%	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	1,580	1,616	1,354
	Number of Calls Answered - All Queues		1,524	1,408	1,657	1,465	1,601	1,492	1,402	1,765	1,386	1,570	1,608	1,333
	Percent of Calls Abandoned	< 5%	1.8%	1.9%	2.0%	3.4%	3.0%	3.8%	5.3%	1.0%	1.4%	0.6%	0.5%	1.6%
	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%	97%	98%	91%
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.3	0.3	0.3	0.4	0.1	0.2	0.1	0.1	0.4

Source: WSCC Report 2, M1-M12 CY23