

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		12,278	10,435	10,710									
	Number of Calls Answered - All Queues		12,148	10,376	10,620									
	Percent of Calls Abandoned	< 5%	1.1%	0.6%	0.8%									
	Percent of Calls Answered within 30 Seconds	85%	89.9%	92.3%	93.2%									
	Average Wait Time	< 2 minutes	0.2	0.3	0.2									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
Nurse Advice Line	Number of Calls Received - All Queues		597	539	587									
	Number of Calls Answered - All Queues		590	533	586									
	Percent of Calls Abandoned	< 5%	1.2%	1.1%	0.2%									
	Percent of Calls Answered within 30 Seconds	85%	87.6%	90.2%	92.5%									
	Average Wait Time	< 2 minutes	0.2	0.2	0.2									
Provider Services	Number of Calls Received - All Queues		8,091	7,078	7,242									
	Number of Calls Answered - All Queues		8,059	7,056	7,205									
	Percent of Calls Abandoned	< 5%	0.4%	0.3%	0.5%									
	Percent of Calls Answered within 30 Seconds	85%	89.3%	91.0%	90.0%									
	Average Wait Time	< 2 minutes	0.3	0.2	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
UM Line	Number of Calls Received - All Queues		4,874	4,000	3,723									
	Number of Calls Answered - All Queues		4,849	3,993	3,715									
	Percent of Calls Abandoned	< 5%	0.5%	0.2%	0.2%									
	Percent of Calls Answered within 30 Seconds	85%	96.4%	99.4%	99.3%									
	Average Wait Time	< 2 minutes	0.1	0.0	0.0									

Source: BCBS Report 2, M1-M3 CY24

PHP 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		24,475	19,850	17,871									
	Number of Calls Answered - All Queues		24,263	19,715	17,661									
	Percent of Calls Abandoned	< 5%	0.9%	0.7%	1.2%									
	Percent of Calls Answered within 30 Seconds	85%	91.1%	94.1%	90.5%									
	Average Wait Time	< 2 minutes	0.2	0.2	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
Nurse Advice Line	Number of Calls Received - All Queues		2,268	1,983	1,931									
	Number of Calls Answered - All Queues		2,230	1,955	1,911									
	Percent of Calls Abandoned	< 5%	1.7%	1.4%	1.0%									
	Percent of Calls Answered within 30 Seconds	85%	95.3%	95.1%	96.1%									
	Average Wait Time	< 2 minutes	0.2	0.2	0.1									
Provider Services	Number of Calls Received - All Queues		5,026	4,188	4,002									
	Number of Calls Answered - All Queues		5,000	4,177	3,980									
	Percent of Calls Abandoned	< 5%	0.5%	0.3%	0.5%									
	Percent of Calls Answered within 30 Seconds	85%	88.0%	91.4%	88.7%									
	Average Wait Time	< 2 minutes	0.3	0.2	0.3									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
UM Line	Number of Calls Received - All Queues		997	815	687									
	Number of Calls Answered - All Queues		992	813	685									
	Percent of Calls Abandoned	< 5%	0.5%	0.2%	0.3%									
	Percent of Calls Answered within 30 Seconds	85%	94.8%	98.2%	93.9%									
	Average Wait Time	< 2 minutes	0.1	0.1	0.1									

Source: PHP Report 2, M1-M3 CY24

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		7,617	6,279	6,229									
	Number of Calls Answered - All Queues		7,506	6,172	6,071									
	Percent of Calls Abandoned	< 5%	1.5%	1.7%	2.5%									
	Percent of Calls Answered within 30 Seconds	85%	90.9%	91.1%	84.4%									
	Average Wait Time	< 2 minutes	0.4	0.4	0.7									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
Nurse Advice Line	Number of Calls Received - All Queues		133	168	141									
	Number of Calls Answered - All Queues		128	165	137									
	Percent of Calls Abandoned	< 5%	3.8%	1.8%	2.8%									
	Percent of Calls Answered within 30 Seconds	85%	95.3%	94.5%	94.9%									
	Average Wait Time	< 2 minutes	0.2	0.2	0.2									
Provider Services	Number of Calls Received - All Queues		4,704	4,161	4,072									
	Number of Calls Answered - All Queues		4,660	4,092	4,008									
	Percent of Calls Abandoned	< 5%	0.9%	1.7%	1.6%									
	Percent of Calls Answered within 30 Seconds	85%	92.6%	85.8%	86.6%									
	Average Wait Time	< 2 minutes	0.3	0.5	0.5									
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%									
UM Line	Number of Calls Received - All Queues		1,357	1,032	1,105									
	Number of Calls Answered - All Queues		1,291	1,014	1,076									
	Percent of Calls Abandoned	< 5%	4.9%	1.7%	2.6%									
	Percent of Calls Answered within 30 Seconds	85%	79.7%	92.4%	94.3%									
	Average Wait Time	< 2 minutes	0.9	0.4	0.5									

Source: WSCC Report 2, M1-M3 CY24