DY9 Q2 Attachment D: Customer Service Summary (April 1- June 30th)

BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES

| Number of Calis Received - All Chances Number | | | | 1 | | | Meets Standard Does Not Meet | | | | | t | | | |
|---|--------------|---------------------------|-------------------|---------|----------|--------|------------------------------|--------|--------|------|--------|-----------|---------|----------|----------|
| Number of Calls Received - All Outures 14.395 12.311 13.778 11.185 11.616 11.613 Image of Calls Answerd - All Outures Image of Calls Answerd - All Outures <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th colspan="6">BCBS</th> <th></th> <th></th> <th></th> | | | | | | | BCBS | | | | | | | | |
| Quoues Quoues< | | | CONTRACT STANDARD | January | February | March | April | May | June | July | August | September | October | November | December |
| Oucles Oucles 14,236 12,032 13,633 11,633 11,523 I | | Queues | | 14,395 | 12,311 | 13,778 | 11,185 | 11,616 | 11,613 | | | | | | |
| Percent of Calls Answerd Average Wait Time 62 minutes 0.3 0.6 0.3 0.3 0.2 0.2 0.2 0.1 0.1 0.2 Percent of Voicemails Returned by Next Business Day 100.0% 98.5% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% | sec | Queues | | 14,236 | 12,092 | 13,638 | 11,063 | 11,543 | 11,529 | | | | | | |
| Percent of Voicemails Day 100.0% 100.0% 89.5% 100.0% 100.0% 96.3% 100.0% 100.0% Image: Constraint of Const | Servi | | < 5% | 1.1% | 1.8% | 1.0% | 1.1% | 0.6% | 0.7% | | | | | | |
| Percent of Voicemails Day 100.0% 100.0% 89.5% 100.0% 100.0% 96.3% 100.0% 100.0% Image: Constraint of Const | amber | within 30 Seconds | 85% | 85.9% | | 87.4% | 86.6% | 91.4% | | | | | | | |
| Returned by Next Business Day 100.0% 100.0% 100.0% 96.3% 100.0% 96.3% 100.0% 91 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% 91.00.0% 100.0% | ž | | < 2 minutes | 0.3 | 0.6 | 0.3 | 0.3 | 0.2 | 0.2 | | | | | | |
| Outcues Outcues <t< td=""><td></td><td>Returned by Next Business</td><td>100%</td><td>100.0%</td><td>89.5%</td><td>100.0%</td><td>100.0%</td><td>96.3%</td><td>100.0%</td><td></td><td></td><td></td><td></td><td></td><td></td></t<> | | Returned by Next Business | 100% | 100.0% | 89.5% | 100.0% | 100.0% | 96.3% | 100.0% | | | | | | |
| Number of Calls Answered - All Dueues 904 584 711 627 775 685 Image: Constraint of Calls Answered - All Outputs Image: Constraint of Calls Answered - All Within 30 Seconds 90.4 584 711 627 775 685 Image: Constraint of Calls Answered - All Within 30 Seconds Image: Constraint of Calls Answered - All Outputs Image: Constraint of Calls Answered - All Outputs 90.4 584 711 627 775 685 Image: Constraint of Calls Answered - All Outputs Image: Constraint of Calls | ue. | Queues | | 917 | 586 | 715 | 635 | 782 | 691 | | | | | | |
| Percent of Calls Answered All Oucues 93.5% 93.5% 90.0% 85.0% 91.6% 90.4% Image: Calls Answered All Oucues Image: Calls Answered All Oucues Calls Answered All Oucues Calls Answered All Oucues S.072 5.541 6.132 5.498 4.591 4.851 Image: Calls Answered All Oucues Image: Calls Answered All Oucues Image: Calls Answered All Oucues S.072 5.541 6.132 5.498 4.591 4.851 Image: Calls Answered All Oucues Image: Calls Answer | tvice I | Queues | | | | | - | - | | | | | | | |
| Average Wait Time < 2 minutes 0.4 0.2 0.2 0.3 0.1 0.2 0 | ¥. | | < 5% | 1.4% | 0.3% | 0.6% | 1.3% | 0.9% | 0.9% | | | | | | |
| Number of Calls Received - All Queues Number of Calls Received - All Queues 5,072 5,541 6,132 5,498 4,591 4,851 Image: Colored Calls Answered - All Queues Image: Colored Calls Answered - All Within 30 Seconds Image: Colored Calls Answered - All Within 30 Seconds Image: Colored Calls Answered - All Queues Image: Colored Calls Answered - All Within 30 Seconds Image: Colored Calls Answered - All Queues Image: Colored Calls Answered - All Queues Im | Nurse | within 30 Seconds | | | | | | | | | | | | | |
| Queues Outcues 5,072 5,541 6,132 5,498 4,551 4,851 Image: Constraint of the state of the stat | | Average Wait Time | < 2 minutes | 0.4 | 0.2 | 0.2 | 0.3 | 0.1 | 0.2 | | | | | | |
| Queues 5,022 5,476 6,070 5,451 4,817 Image: Constraint of Calls Abandoned Image: Constraint of Calls Answered | | Queues | | 5,072 | 5,541 | 6,132 | 5,498 | 4,591 | 4,851 | | | | | | |
| The cent of Volume vision of Calls Answered All Outeues 5,798 5,459 5,701 5,496 4,989 5,280 Image: Cent of Volume vision of Calls Answered Vision of Calls Answe | vices | Queues | | | ., . | | | | | | | | | | |
| The cent of Volume vision of Calls Answered All Outeues 5,798 5,459 5,701 5,496 4,989 5,280 Image: Cent of Volume vision of Calls Answered Vision of Calls Answe | Ser | | < 5% | | | | | | | | | | | | |
| Number of Calls Received - All Queues 5,798 5,459 5,701 5,496 4,989 5,280 Image: Calls Received - All Queues Image: Calls Received - All Queues 5,725 5,361 5,621 5,405 4,931 5,219 Image: Calls Received - All Queues Image: Calls Received - All | vider | within 30 Seconds | | | | | | | | | | | | | |
| Number of Calls Received - All Queues 5,798 5,459 5,701 5,496 4,989 5,280 Image: Calls Received - All Queues Image: Calls Received - All Queues 5,725 5,361 5,621 5,405 4,931 5,219 Image: Calls Received - All Queues Image: Calls Received - All | ^o | | < 2 minutes | | | | | | | | | | | | |
| Queues Outcome S,799 S,499 S,499 S,200 Image: Constraint of the system of | - | Returned by Next Business | 100% | 100.0% | 84.6% | 100.0% | 100.0% | 95.9% | 100.0% | | | | | | |
| Oucues 5,729 5,361 5,621 5,405 4,931 5,219 Percent of Calls Abandoned <5% | | Queues | | 5,798 | 5,459 | 5,701 | 5,496 | 4,989 | 5,280 | | | | | | |
| Percent or Calls Answered 85% 89.3% 92.5% 90.1% 91.5% 94.3% within 30 Seconds 85% 91.4% 91.5% 94.3% 94.3% | Line | Queues | | | ., | - / - | -1 | | | | | | | | |
| Percent or Calls Answered 85% 89.3% 92.5% 90.1% 91.5% 94.3% within 30 Seconds 85% 91.4% 91.5% 94.3% 94.3% | MU | | < 5% | | | | | | | | | | | | |
| Average Wait Time < 2 minutes 0.3 0.3 0.2 0.4 0.4 0.3 | | within 30 Seconds | | | | | | | | | | | | | |
| | | Average Wait Time | < 2 minutes | 0.3 | 0.3 | 0.2 | 0.4 | 0.4 | 0.3 | | | | | | |

Source: BCBS Report 2, M1-M6 CY22

DY9 Q2 Attachment D: Customer Service Summary (April 1- June 30th)

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

| | | | | | | Meets Standard | | | Does Not Meet | | | | | |
|-----------------|---|-------------------|---------|----------|--------|----------------|--------|--------|---------------|--------|-----------|---------|----------|-------------|
| | | | | | | РНР | | | | | | | | |
| | | CONTRACT STANDARD | January | February | March | April | May | June | July | August | September | October | November | December |
| | Number of Calls Received - All Queues | | 22,002 | 18,337 | 19,460 | 17,542 | 17,465 | 18,863 | | | | | | |
| ses | Number of Calls Answered - All Queues | | 21,590 | 17,965 | 19,177 | 17,301 | 17,264 | 18,551 | | | | | | |
| Member Services | Percent of Calls Abandoned | < 5% | 1.9% | 2.0% | 1.5% | 1.4% | 1.2% | 1.7% | | | | | | |
| mber | Percent of Calls Answered within 30 Seconds | 85% | 86.8% | 89.6% | 90.0% | 88.8% | 90.8% | 86.8% | | | | | | |
| ž | Average Wait Time | < 2 minutes | 0.5 | 0.3 | 0.3 | 0.3 | 0.2 | 0.3 | | | | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| ine | Number of Calls Received - All Queues | | 3,449 | 2,120 | 2,381 | 2,524 | 2,586 | 2,378 | | | | | | |
| Advice Line | Number of Calls Answered - All Queues | | 3,347 | 2,079 | 2,352 | 2,457 | 2,512 | 2,335 | | | | | | |
| ¥ | Percent of Calls Abandoned | < 5% | 3.0% | 1.9% | 1.2% | 2.7% | 2.9% | 1.8% | | | | | | |
| Nurse | Percent of Calls Answered within 30 Seconds | 85% | 89.9% | 95.6% | 96.4% | 95.7% | 93.9% | 94.0% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.3 | 0.1 | 0.1 | 0.2 | 0.2 | 0.2 | | | | | | 1 |
| | Number of Calls Received - All Queues | | 2,960 | 2,860 | 4,132 | 3,396 | 3,194 | 3,521 | | | | | | |
| Services | Number of Calls Answered - All Queues | | 2,932 | 2,828 | 4,115 | 3,375 | 3,168 | 3,490 | | | | | | |
| Ser | Percent of Calls Abandoned | < 5% | 0.9% | 1.1% | 0.4% | 0.6% | 0.8% | 0.9% | | | | | | |
| Provider (| Percent of Calls Answered within 30 Seconds | 85% | 86.6% | 86.6% | 87.8% | 88.8% | 88.5% | 86.4% | | | | | | |
| ² | Average Wait Time | < 2 minutes | 0.4 | 0.3 | 0.3 | 0.2 | 0.2 | 0.3 | | | | | | └─── |
| | Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| | Number of Calls Received - All Queues | | 1,106 | 1,062 | 1,146 | 1,032 | 1,019 | 997 | | | | | | |
| UM Line | Number of Calls Answered - All Queues | | 1,095 | 1,052 | 1,144 | 1,030 | 1,017 | 991 | | | | | | |
| MU | Percent of Calls Abandoned | < 5% | 1.0% | 0.9% | 0.2% | 0.2% | 0.2% | 0.6% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 88.6% | 93.3% | 92.0% | 88.7% | 92.5% | 88.0% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.3 | 0.2 | 0.2 | 0.2 | 0.2 | 0.2 | | | | | | |
| | | | | | | | | | | | | | | - |

Source: PHP Report 2, M1-M3 CY22

WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

| | | | | | | Meets Standard Does Not Meet | | | | | | | | |
|-------------------|--|----------------------|--------|--------|--------|------------------------------|-------|--------|------|------|------|-----|-----|-----|
| | | | | | | wscc | | | | | | | | |
| | | CONTRACT STANDARD | JAN | FEB | MAR | APR | ΜΑΥ | JUN | JUL | AUG | SEP | ост | NOV | DEC |
| | Number of Calls Received - All Queues | | 5,277 | 4,296 | 4,960 | 4,109 | 4,110 | 4,073 | 0 | 0 | 0 | | | |
| Services | Number of Calls Answered - All Queues | | 5,093 | 4,188 | 4,678 | 4,007 | 3,908 | 3,975 | 0 | 0 | 0 | | | |
| r Se | Percent of Calls Abandoned | < 5% | 3.5% | 2.5% | 5.7% | 2.5% | 4.9% | 2.4% | 0.0% | 0.0% | 0.0% | | | |
| Member | Percent of Calls Answered within 30 Seconds | 85% | 77.4% | 86.3% | 75.8% | 90.7% | 93.6% | 95.9% | 0 | 0 | 0 | | | |
| Σ | Average Wait Time | < 2 minutes | 0.9 | 0.6 | 1.1 | 0.4 | 0.3 | 0.2 | 0.0 | 0.0 | 0.0 | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100% | 100% | 100% | 0 | 0 | 0 | | | |
| ine | Number of Calls Received - All Queues | | 212 | 119 | 164 | 170 | 191 | 175 | 0 | 0 | 0 | | | |
| Nurse Advice Line | Number of Calls Answered - All Queues | | 206 | 118 | 159 | 170 | 188 | 173 | 0 | 0 | 0 | | | |
| e Ac | Percent of Calls Abandoned | < 5% | 2.8% | 0.8% | 3.0% | 0.0% | 1.6% | 1.1% | 0.0% | 0.0% | 0.0% | | | |
| Nurse | Percent of Calls Answered within 30 Seconds | 85% | 74.8% | 89.0% | 93.7% | 91.8% | 95.7% | 96.5% | 0 | 0 | 0 | | | |
| | Average Wait Time | < 2 minutes | 0.5 | 0.2 | 0.2 | 0.2 | 0.2 | 0.1 | 0.0 | 0.0 | 0.0 | | | |
| | Number of Calls Received - All Queues | | 4,036 | 3,846 | 4,529 | 3,990 | 3,771 | 4,105 | 0 | 0 | 0 | | | |
| vices | Number of Calls Answered - All Queues | | 3,853 | 3,591 | 4,142 | 3,881 | 3,626 | 3,994 | 0 | 0 | 0 | | | |
| . Ser | Percent of Calls Abandoned | < 5% | 4.5% | 6.6% | 8.5% | 2.7% | 3.8% | 2.7% | 0.0% | 0.0% | 0.0% | | | |
| Provider Services | Percent of Calls Answered within 30 Seconds | 85% | 63.6% | 63.9% | 61.9% | 88.3% | 89.3% | 91.20% | 0 | 0 | 0 | | | |
| P | Average Wait Time | < 2 minutes | 1.9 | 1.9 | 2.9 | 0.4 | 0.3 | 0.3 | 0.4 | 0.0 | 0.0 | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100% | 100% | 100% | 0 | 0 | 0 | | | |
| | Number of Calls Received - All Queues | | 1,510 | 1,984 | 1,678 | 1,605 | 1,498 | 1,536 | 0 | 0 | 0 | | | |
| Line | Number of Calls Answered - All Queues | | 1,474 | 1,554 | 1,634 | 1,560 | 1,452 | 1,489 | 0 | 0 | 0 | | | |
| M | Percent of Calls Abandoned | < 5% | 2.4% | 1.9% | 2.6% | 2.8% | 3.1% | 3.1% | 0.0% | 0.0% | 0.0% | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 90.8% | 91.2% | 89.3% | 90.1% | 86.6% | 85.8% | 0 | 0 | 0 | | | |
| | Average Wait Time | < 2 minutes | 0.6 | 0.5 | 0.7 | 0.5 | 0.8 | 0.7 | 0.0 | 0.0 | 0.0 | | _ | |