

MCO CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard			Does Not Meet								
			BCBS			MHC			PHP			UHC		
		CONTRACT STANDARD	MAR	APRIL	MAY	MAR	APRIL	MAY	MAR	APRIL	MAY	MAR	APRIL	MAY
Member Services	Number of Calls Received - All Queues		10,659	10,265	9,741	10,786	10,012	9,440	12,865	12,400	12,073	6,774	6,436	6,406
	Number of Calls Answered - All Queues		10,525	10,118	9,629	10,734	9,990	9,405	12,612	12,165	11,864	6,734	6,419	6,383
	Percent of Calls Abandoned	< 5%	1.3%	1.4%	1.1%	0.5%	0.2%	0.4%	2.0%	1.9%	1.7%	0.6%	0.3%	0.4%
	Percent of Calls Answered within 30 Seconds	85%	96%	95%	94%	98%	99%	98%	86%	88%	87%	92%	95%	97%
	Average Wait Time	< 2 minutes	0.1	0.1	0.1	0.1	0.0	0.1	0.3	0.3	0.3	0.1	0.1	0.1
	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		656	603	545	1,523	1,368	1,280	2,042	2,033	1,942	249	225	242
	Number of Calls Answered - All Queues		651	601	544	1,505	1,353	1,271	1,995	1,995	1,905	246	223	240
	Percent of Calls Abandoned	< 5%	0.8%	0.3%	0.2%	1.2%	1.1%	0.7%	2.3%	1.9%	1.9%	1.2%	0.9%	0.8%
	Percent of Calls Answered within 30 Seconds	85%	85%	98%	99%	97%	97%	99%	96%	98%	98%	93%	91%	92%
	Average Wait Time	< 2 minutes	0.2	0.0	0.0	0.1	0.1	0.1	0.3	0.1	0.0	0.5	0.6	0.2
	Provider Services	Number of Calls Received - All Queues		9,995	9,615	10,159	11,927	10,753	10,499	2,842	2,910	2,851	9,462	8,562
Number of Calls Answered - All Queues			9,855	9,455	9,979	11,896	10,735	10,466	2,824	2,897	2,824	9,415	8,532	8,083
Percent of Calls Abandoned		< 5%	1.4%	1.7%	1.8%	0.3%	0.2%	0.3%	0.6%	0.4%	0.9%	0.5%	0.4%	0.2%
Percent of Calls Answered within 30 Seconds		85%	96%	95%	95%	99%	99%	99%	88%	89%	88%	93%	94%	97%
Average Wait Time		< 2 minutes	0.1	0.1	0.1	0.1	0.0	0.1	0.3	0.3	0.3	0.1	0.1	0.1
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		7,815	7,352	7,854	3,967	3,856	3,594	1,607	1,595	1,712	2,504	2,501	2,578
	Number of Calls Answered - All Queues		7,645	7,229	7,675	3,875	3,792	3,469	1,598	1,590	1,701	2,465	2,482	2,560
	Percent of Calls Abandoned	< 5%	2.2%	1.7%	2.3%	2.3%	1.7%	3.5%	0.6%	0.3%	0.6%	1.6%	0.8%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	88%	88%	88%	95%	96%	96%	88%	91%	91%	89%	93%	95%
	Average Wait Time	< 2 minutes	0.3	0.3	0.3	0.4	0.4	0.5	0.2	0.1	0.2	0.4	0.2	0.2