

MCO CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard			Does Not Meet								
			BCBS			MHC			PHP			UHC		
		CONTRACT STANDARD	DEC	JAN	FEB	DEC	JAN	FEB	DEC	JAN	FEB	DEC	JAN	FEB
Member Services	Number of Calls Received - All Queues		8,389	13,125	10,265	11,445	15,877	11,494	10,560	16,187	12,870	6,862	8,869	6,916
	Number of Calls Answered - All Queues		8,244	12,841	10,077	11,388	15,603	11,468	10,348	15,882	12,647	6,850	8,803	6,879
	Percent of Calls Abandoned	< 5%	1.7%	2.2%	1.8%	0.5%	1.7%	0.2%	2.0%	1.9%	1.7%	0.2%	0.7%	0.5%
	Percent of Calls Answered within 30 Seconds	85%	90%	88%	90%	99%	89%	99%	87%	87%	87%	98%	92%	92%
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0.1	0.3	0.0	0.3	0.3	0.3	0.0	0.2	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		691	864	682	1,636	2,150	1,637	1,944	2,351	2,128	220	318	278
	Number of Calls Answered - All Queues		674	841	665	1,618	2,126	1,632	1,886	2,282	2,063	218	316	276
	Percent of Calls Abandoned	< 5%	2.5%	2.7%	2.5%	1.1%	1.1%	0.3%	3.0%	2.9%	3.1%	0.9%	0.6%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	83%	81%	76%	97%	97%	98%	93%	93%	94%	94%	93%	93%
	Average Wait Time	< 2 minutes	0.3	0.3	0.4	0.1	0.1	0.1	0.2	0.4	0.2	0.0	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Provider Services	Number of Calls Received - All Queues		8,478	10,975	9,562	10,623	13,246	11,817	2,621	3,131	2,774	8,422	9,768	8,515
	Number of Calls Answered - All Queues		8,287	10,704	9,388	10,596	13,178	11,800	2,591	3,102	2,751	8,403	9,752	8,509
	Percent of Calls Abandoned	< 5%	2.3%	2.5%	1.8%	0.3%	0.5%	0.1%	1.1%	0.9%	0.8%	0.2%	0.2%	0.1%
	Percent of Calls Answered within 30 Seconds	85%	89%	89%	91%	99%	94%	100%	87%	87%	88%	96%	97%	96%
	Average Wait Time	< 2 minutes	0.3	0.3	0.2	0.1	0.2	0.0	0.3	0.3	0.3	0.2	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		5,885	7,531	7,005	3,373	3,764	3,852	1,335	1,504	1,515	2,353	3,012	2,538
	Number of Calls Answered - All Queues		5,777	7,379	6,857	3,278	3,718	3,791	1,332	1,498	1,508	2,333	2,973	2,504
	Percent of Calls Abandoned	< 5%	1.8%	2.0%	2.1%	2.8%	1.2%	1.6%	0.2%	0.4%	0.5%	0.8%	1.3%	1.3%
	Percent of Calls Answered within 30 Seconds	85%	92%	91%	87%	94%	96%	95%	89%	89%	87%	90%	94%	91%
	Average Wait Time	< 2 minutes	0.2	0.2	0.2	0.6	0.2	0.4	0.2	0.2	0.2	0.5	0.4	0.5