

**MCO CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

			Meets Standard			Does Not Meet								
			BCBS			MHC			PHP			UHC		
		CONTRACT STANDARD	SEPT	OCT	NOV	SEPT	OCT	NOV	SEPT	OCT	NOV	SEPT	OCT	NOV
Member Services	Number of Calls Received - All Queues		8,280	8,740	8,737	12,209	12,950	13,149	12,516	13,011	11,531	6,453	7,830	7,662
	Number of Calls Answered - All Queues		8,126	8,573	8,564	12,168	12,918	13,112	12,240	12,798	11,323	6,431	7,824	7,642
	Percent of Calls Abandoned	< 5%	1.9%	1.9%	2.0%	0.3%	0.2%	0.3%	2.2%	1.6%	1.8%	0.3%	0.1%	0.3%
	Percent of Calls Answered within 30 Seconds	85%	91%	91%	89%	100%	100%	98%	87%	90%	88%	97%	99%	98%
	Average Wait Time	< 2 minutes	0.2	0.2	0.2	0.1	0.1	0.1	0.3	0.2	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		591	647	568	1,581	1,633	1,668	1,840	1,780	1,764	199	195	209
	Number of Calls Answered - All Queues		586	642	562	1,567	1,620	1,647	1,807	1,762	1,731	199	195	208
	Percent of Calls Abandoned	< 5%	0.8%	0.8%	1.1%	0.9%	0.8%	1.3%	1.8%	1.0%	1.9%	0.0%	0.0%	0.5%
	Percent of Calls Answered within 30 Seconds	85%	95%	93%	90%	98%	98%	97%	97%	97%	96%	95%	98%	97%
	Average Wait Time	< 2 minutes	0.1	0.1	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.1
Provider Services	Number of Calls Received - All Queues		9,068	10,320	9,771	11,986	12,444	11,593	3,949	3,742	2,953	10,758	11,634	9,777
	Number of Calls Answered - All Queues		8,917	10,106	9,537	11,847	12,307	11,484	3,931	3,729	2,924	10,694	11,614	9,759
	Percent of Calls Abandoned	< 5%	1.7%	2.1%	2.4%	1.2%	1.1%	0.9%	0.5%	0.3%	1.0%	0.6%	0.2%	0.2%
	Percent of Calls Answered within 30 Seconds	85%	92%	91%	89%	90%	88%	90%	91%	93%	88%	93%	97%	97%
	Average Wait Time	< 2 minutes	0.2	0.2	0.2	0.3	0.4	0.3	0.2	0.1	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		6,376	7,075	6,414	3,618	4,249	4,109	1,407	1,656	1,475	1,442	2,226	2,521
	Number of Calls Answered - All Queues		6,249	6,904	6,293	3,534	4,220	4,063	1,397	1,648	1,473	1,422	2,210	2,493
	Percent of Calls Abandoned	< 5%	2.0%	2.4%	1.9%	2.3%	0.7%	1.1%	0.7%	0.5%	0.1%	1.4%	0.7%	1.1%
	Percent of Calls Answered within 30 Seconds	85%	94%	93%	90%	96%	96%	95%	89%	92%	90%	92%	96%	91%
	Average Wait Time	< 2 minutes	0.2	0.2	0.2	0.4	0.0	0.4	0.2	0.1	0.1	0.4	0.2	0.6