DY4 Q2 2017 Attachment H: Customer Service Summary (March 1 - May 1, 2017)

	Meets Standard						Does Not Meet					
	BCBSNM			MHNM			PHP			UHC		
	Mar	April	May	Mar	April	May	Mar	April	May	Mar	April	May
Member Services Line												
% of Calls Abandoned	2.1%	2.5%	1.4%	0.4%	0.4%	0.3%	2.1%	2.4%	2.0%	0.5%	0.2%	0.7%
% of Calls Answered within 30 Seconds	86%	86%	91%	99%	100%	100%	88%	88%	88%	96%	98%	96%
Average Wait Time	0.4	0.4	0.3	0.1	0.1	0.1	0.3	0.0	0.2	0.1	0.0	0.1
% of Voicemails Returned by Next Business Day	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nurse Advice Line												
% of Calls Abandoned	0.0%	0.7%	0.7%	3.5%	2.0%	0.6%	2.8%	2.2%	1.8%	2.3%	2.5%	0.4%
% of Calls Answered within 30 Seconds	97.0%	98.0%	98.0%	97.0%	97.0%	99.0%	94.0%	95.7%	95.5%	100.0%	85.3%	95.7%
Average Wait Time	0.0	0.0	0.0	0.1	0.1	0.3	0.2	0.1	0.1	0.2	0.3	0.1
Provider Services Line												
% of Calls Abandoned	1.5%	1.9%	1.5%	0.3%	0.4%	0.2%	0.6%	0.7%	0.7%	0.8%	0.6%	0.4%
% of Calls Answered within 30 Seconds	85%	86%	88%	100%	97%	99%	90%	90%	90%	89%	89%	93%
Average Wait Time	0.4	0.4	0.3	0.0	0.0	0.1	0.2	0.2	0.2	0.2	0.2	0.1
% of Voicemails Returned by Next Business Day	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
UM Line												
% of Calls Abandoned	1.7%	1.7%	1.6%	1.4%	0.9%	0.9%	0.3%	0.6%	0.4%	1.8%	2.3%	2.4%
% of Calls Answered within 30 Seconds	92%	91%	88%	95%	96%	96%	89%	90%	89%	91%	91%	92%
Average Wait Time	0.2	0.2	0.2	0.3	0.3	0.3	0.2	0.2	0.2	0.4	0.4	0.5