

BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			BCBS											
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		12,190	11,829	13,011	11,926	12,083	12,510	12,509	12,943	12,142	11,518	11,936	12,168
	Number of Calls Answered - All Queues		12,031	11,624	12,837	11,768	11,968	12,338	12,324	12,679	11,976	11,337	11,745	12,051
	Percent of Calls Abandoned	< 5%	1.3%	1.7%	1.3%	1.3%	1.0%	1.4%	1.5%	2.0%	1.4%	1.6%	1.6%	1.0%
	Percent of Calls Answered within 30 Seconds	85%	86.5%	85.9%	86.7%	88.5%	89.9%	87.9%	87.3%	85.5%	87.1%	85.4%	84.4%	87.4%
	Average Wait Time	< 2 minutes	0.4	0.4	0.4	0.3	0.2	0.3	0.3	0.4	0.3	0.4	0.4	0.3
	Percent of Voicemails Returned by Next Business Day	100%	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	Number of Calls Received - All Queues		688	631	776	703	697	680	709	891	751	788	775	798
	Number of Calls Answered - All Queues		672	622	759	676	662	666	702	876	742	783	768	785
	Percent of Calls Abandoned	< 5%	2.3%	1.4%	2.2%	3.8%	5.0%	2.1%	1.0%	1.7%	1.2%	0.6%	0.9%	1.6%
	Percent of Calls Answered within 30 Seconds	85%	92.4%	92.4%	91.2%	84.9%	64.2%	80.8%	89.0%	84.6%	90.0%	91.7%	89.5%	83.9%
	Average Wait Time	< 2 minutes	0.2	0.3	0.3	0.3	0.9	0.4	0.3	0.4	0.2	0.1	0.2	0.4
Provider Services	Number of Calls Received - All Queues		9,984	9,206	10,384	8,264	3,973	4,428	3,750	3,542	3,736	3,695	3,357	4,386
	Number of Calls Answered - All Queues		9,755	8,999	10,224	8,115	3,959	4,394	3,728	3,510	3,705	3,659	3,330	4,360
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.5%	1.8%	0.4%	0.8%	0.6%	0.9%	0.8%	1.0%	0.8%	0.6%
	Percent of Calls Answered within 30 Seconds	85%	88.9%	87.0%	88.8%	88.4%	92.9%	90.4%	89.0%	87.4%	89.1%	87.2%	85.3%	87.8%
	Average Wait Time	< 2 minutes	0.3	0.4	0.3	0.3	0.2	0.2	0.3	0.4	0.3	0.3	0.4	0.3
	Percent of Voicemails Returned by Next Business Day	100%	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	Number of Calls Received - All Queues		7,789	7,665	8,491	8,208	7,138	7,563	7,538	6,933	6,858	6,582	6,047	6,013
	Number of Calls Answered - All Queues		7,682	7,568	8,401	7,970	6,983	7,463	7,415	6,788	6,662	6,464	5,917	5,925
	Percent of Calls Abandoned	< 5%	1.4%	1.3%	1.1%	2.9%	2.2%	1.3%	1.6%	2.1%	2.9%	1.8%	2.1%	1.5%
	Percent of Calls Answered within 30 Seconds	85%	86.3%	91.3%	92.2%	90.4%	89.9%	89.9%	89.6%	89.1%	90.9%	90.5%	90.0%	90.5%
	Average Wait Time	< 2 minutes	0.4	0.2	0.2	0.3	0.3	0.3	0.3	0.4	0.3	0.3	0.3	0.3

Source: BCBS Report 2, M1-M12 CY21

WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		WSCC												
			Meets Standard						Does Not Meet					
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues		5,113	4,579	5,372	4,526	4,015	4,258	4,611	5,011	5,252	4,431	3,920	4,077
	Number of Calls Answered - All Queues		4,871	4,493	5,221	4,408	3,962	4,188	4,505	4,800	5,081	4,331	3,860	4,033
	Percent of Calls Abandoned	< 5%	4.7%	1.9%	2.8%	2.6%	1.3%	1.6%	2.3%	4.2%	3.3%	2.3%	1.5%	1.1%
	Percent of Calls Answered within 30 Seconds	85%	88.2%	86.1%	84.3%	91.9%	91.0%	93.6%	94.7%	93.7%	93.8%	93.0%	93.0%	95.3%
	Average Wait Time	< 2 minutes	0.4	0.4	0.5	0.2	0.3	0.2	0.2	0.2	0.2	0.2	0.3	0.2
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues		171	201	163	192	178	165	178	221	219	127	169	176
	Number of Calls Answered - All Queues		166	197	163	190	172	160	175	218	214	125	168	174
	Percent of Calls Abandoned	< 5%	2.9%	2.0%	0.0%	1.0%	3.4%	3.0%	1.7%	1.4%	2.3%	1.6%	0.6%	1.1%
	Percent of Calls Answered within 30 Seconds	85%	92.8%	93.9%	90.8%	89.5%	82.6%	91.9%	91.4%	86.2%	91.1%	95.2%	92.3%	87.9%
	Average Wait Time	< 2 minutes	0.3	0.2	0.4	0.4	0.6	0.2	0.2	0.3	0.2	0.1	0.2	0.3
Provider Services	Number of Calls Received - All Queues		4,350	3,815	4,329	4,390	3,884	4,450	4,044	4,062	4,058	4,367	3,903	3,734
	Number of Calls Answered - All Queues		4,277	3,752	4,216	4,284	3,788	4,328	3,946	3,965	3,976	4,258	3,840	3,663
	Percent of Calls Abandoned	< 5%	1.7%	1.7%	2.6%	2.4%	2.5%	2.7%	2.4%	2.4%	2.0%	2.5%	1.6%	1.9%
	Percent of Calls Answered within 30 Seconds	85%	87.0%	88.8%	86.1%	88.3%	85.9%	84.96%	89.6%	89.7%	87.7%	85.6%	85.0%	87.1%
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.5	0.6	0.4	0.4	0.4	0.4	0.4	0.5	0.5
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues		1,512	1,634	1,806	1,746	1,411	1,653	1,519	1,576	1,416	1,500	1,452	1,408
	Number of Calls Answered - All Queues		1,484	1,605	1,778	1,712	1,393	1,638	1,499	1,554	1,369	1,477	1,418	1,387
	Percent of Calls Abandoned	< 5%	1.9%	1.8%	1.6%	1.9%	1.3%	0.9%	1.3%	1.4%	3.3%	1.5%	2.3%	1.5%
	Percent of Calls Answered within 30 Seconds	85%	93.1%	92.0%	93.3%	93.0%	96.0%	94.4%	93.0%	91.4%	91.0%	92.8%	87.2%	88.3%
	Average Wait Time	< 2 minutes	0.3	0.4	0.4	0.4	0.2	0.4	0.3	0.4	0.5	0.5	0.6	0.6

Source: WSCC Report 2, M12 CY21

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			BCBS											
		CONTRACT STANDARD	January	February	March	April	May	June	July	August	September	October	November	December
Member Services	Number of Calls Received - All Queues		19,240	17,801	19,941	17,877	15,818	17,933	17,065	18,215	17,027	16,674	15,999	16,127
	Number of Calls Answered - All Queues		18,973	17,548	19,623	17,614	15,559	17,632	16,760	17,916	16,740	16,390	15,803	15,919
	Percent of Calls Abandoned	< 5%	1.4%	1.4%	1.6%	1.5%	1.6%	1.7%	1.8%	1.6%	1.7%	1.7%	1.2%	1.3%
	Percent of Calls Answered within 30 Seconds	85%	90.3%	88.9%	88.2%	87.4%	87.3%	88.3%	87.5%	87.3%	87.5%	86.7%	89.2%	90.2%
	Average Wait Time	< 2 minutes	0.3	0.3	0.3	0.3	0.3	0.3	0.4	0.3	0.3	0.3	0.3	0.3
	Percent of Voicemails Returned by Next Business Day	100%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Nurse Advice Line	Number of Calls Received - All Queues		2,856	2,493	2,558	2,904	2,671	2,431	2,745	3,171	2,790	2,599	2,841	2,957
	Number of Calls Answered - All Queues		2,790	2,437	2,509	2,817	2,616	2,391	2,685	3,084	2,716	2,498	2,712	2,853
	Percent of Calls Abandoned	< 5%	2.3%	2.2%	1.9%	3.0%	2.1%	1.6%	2.2%	2.7%	2.7%	3.9%	4.5%	3.5%
	Percent of Calls Answered within 30 Seconds	85%	95.5%	95.7%	96.9%	94.4%	95.8%	96.0%	96.1%	93.8%	94.6%	92.9%	91.6%	91.2%
	Average Wait Time	< 2 minutes	0.2	0.1	0.1	0.2	0.2	0.1	0.2	0.2	0.2	0.2	0.6	0.5
Provider Services	Number of Calls Received - All Queues		3,345	3,278	3,786	3,495	3,204	3,410	3,077	3,506	3,510	3,234	3,055	3,049
	Number of Calls Answered - All Queues		3,315	3,236	3,742	3,454	3,166	3,365	3,043	3,469	3,465	3,203	3,034	3,028
	Percent of Calls Abandoned	< 5%	0.9%	1.3%	1.2%	1.2%	1.2%	1.3%	1.1%	1.1%	1.3%	1.0%	0.7%	0.7%
	Percent of Calls Answered within 30 Seconds	85%	90.6%	86.6%	87.3%	88.6%	87.8%	88.6%	88.5%	88.6%	86.7%	88.7%	90.7%	91.4%
	Average Wait Time	< 2 minutes	0.4	0.4	0.3	0.3	0.3	0.3	0.3	0.4	0.4	0.3	0.2	0.2
	Percent of Voicemails Returned by Next Business Day	100%	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	Number of Calls Received - All Queues		1,696	1,487	1,599	1,475	1,414	1,273	1,276	1,277	1,283	1,249	1,185	1,084
	Number of Calls Answered - All Queues		1,683	1,471	1,588	1,454	1,398	1,258	1,260	1,261	1,273	1,233	1,174	1,079
	Percent of Calls Abandoned	< 5%	0.8%	1.1%	0.7%	1.4%	1.1%	1.2%	1.3%	1.3%	0.8%	1.3%	0.9%	0.5%
	Percent of Calls Answered within 30 Seconds	85%	89.3%	85.7%	87.5%	88.2%	87.3%	88.1%	88.4%	90.3%	87.3%	87.9%	88.5%	91.9%
	Average Wait Time	< 2 minutes	0.2	0.4	0.3	0.3	0.3	0.3	0.3	0.2	0.3	0.3	0.3	0.2

Source: PHP Report 2, M1-M12 CY21