DY8 Qtr 2 Attachment D:  Customer Service Summary (Jan 1 - June 30, 2021)

**BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

| | | | | Meets Standard | | | Does Not Meet | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

| | | 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 | | | | | | |
| | Number of Calls Answered - All Queues | | 12,031 | 11,624 | 12,837 | 11,768 | 11,968 | 12,338 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 1.3% | 1.7% | 1.3% | 1.3% | 1.0% | 1.4% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 86.5% | 85.9% | 86.7% | 88.5% | 89.9% | 87.9% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.4 | 0.4 | 0.4 | 0.3 | 0.2 | 0.3 | | | | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 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 | | | | | | |
| | Number of Calls Answered - All Queues | | 672 | 622 | 759 | 676 | 662 | 666 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 2.3% | 1.4% | 2.2% | 3.8% | 5.0% | 2.1% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 92.4% | 92.4% | 91.2% | 84.9% | 64.2% | 80.8% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.2 | 0.3 | 0.3 | 0.3 | 0.9 | 0.4 | | | | | | |
| **Provider Services** | Number of Calls Received - All Queues | | 9,984 | 9,206 | 10,384 | 8,264 | 3,973 | 4,428 | | | | | | |
| | Number of Calls Answered - All Queues | | 9,755 | 8,999 | 10,224 | 8,115 | 3,959 | 4,394 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 2.3% | 2.2% | 1.5% | 1.8% | 0.4% | 0.8% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 88.9% | 87.0% | 88.8% | 88.4% | 92.9% | 90.4% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.3 | 0.4 | 0.3 | 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% | | | | | | |
| **UM Line** | Number of Calls Received - All Queues | | 7,789 | 7,665 | 8,491 | 8,208 | 7,138 | 7,563 | | | | | | |
| | Number of Calls Answered - All Queues | | 7,682 | 7,568 | 8,401 | 7,970 | 6,983 | 7,463 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 1.4% | 1.3% | 1.1% | 2.9% | 2.2% | 1.3% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 86.3% | 91.3% | 92.2% | 90.4% | 89.9% | 89.9% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.4 | 0.2 | 0.2 | 0.3 | 0.3 | 0.3 | | | | | | |

*Source: BCBS Report 2, M1-M6 CY21*

## PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

| | | | 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 | | 19,240 | 17,801 | 19,941 | 17,877 | 15,818 | 17,933 | | | | | | |
| | Number of Calls Answered - All Queues | | 18,973 | 17,548 | 19,623 | 17,614 | 15,559 | 17,632 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 1.4% | 1.4% | 1.6% | 1.5% | 1.6% | 1.7% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 90% | 89% | 88% | 87.4% | 87.3% | 88.3% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.3 | 0.3 | 0.3 | 0.3 | 0.3 | 0.3 | | | | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 100% | 100% | 100% | 50.0% | 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 | | | | | | |
| | Number of Calls Answered - All Queues | | 2,790 | 2,437 | 2,509 | 2,817 | 2,616 | 2,391 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 2.3% | 2.2% | 1.9% | 3.0% | 2.1% | 1.6% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 96% | 96% | 97% | 94.4% | 95.8% | 96.0% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.2 | 0.1 | 0.1 | 0.2 | 0.2 | 0.1 | | | | | | |
| **Provider Services** | Number of Calls Received - All Queues | | 3,345 | 3,278 | 3,786 | 3,495 | 3,204 | 3,410 | | | | | | |
| | Number of Calls Answered - All Queues | | 3,315 | 3,236 | 3,742 | 3,454 | 3,166 | 3,365 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 0.9% | 1.3% | 1.2% | 1.2% | 1.2% | 1.3% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 90.6% | 86.6% | 87.3% | 88.6% | 87.8% | 88.6% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.4 | 0.4 | 0.3 | 0.3 | 0.3 | 0.3 | | | | | | |
| | Percent of Voicemails Returned by Next Business Day | 100% | 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 | | | | | | |
| | Number of Calls Answered - All Queues | | 1,683 | 1,471 | 1,588 | 1,454 | 1,398 | 1,258 | | | | | | |
| | Percent of Calls Abandoned | < 5% | 0.8% | 1.1% | 0.7% | 1.4% | 1.1% | 1.2% | | | | | | |
| | Percent of Calls Answered within 30 Seconds | 85% | 89.3% | 85.7% | 87.5% | 88.2% | 87.3% | 88.1% | | | | | | |
| | Average Wait Time | < 2 minutes | 0.2 | 0.4 | 0.3 | 0.3 | 0.3 | 0.3 | | | | | | |

*Source: PHP Report 2, M6 CY21*

DY8 Q2 Attachment D:  Customer Service Summary (Jan 1 - Jun 30 2021)

**WSCC CALL CENTER STANDARDS AND PERFORMANCE MEASURES**

| | | Meets Standard | | Does Not Meet | |

| | | | WSCC | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **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 | | | | | | |
| Number of Calls Answered - All Queues | | 4,871 | 4,493 | 5,221 | 4,408 | 3,962 | 4,188 | | | | | | |
| Percent of Calls Abandoned | < 5% | 4.7% | 1.9% | 2.8% | 2.6% | 1.3% | 1.6% | | | | | | |
| Percent of Calls Answered within 30 Seconds | 85% | 88.2% | 86.1% | 84.3% | 91.9% | 91.0% | 93.6% | | | | | | |
| Average Wait Time | < 2 minutes | 0.4 | 0.4 | 0.5 | 0.2 | 0.3 | 0.2 | | | | | | |
| Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100% | 100% | 100% | | | | | | |
| **Nurse Advice Line** Number of Calls Received - All Queues | | 171 | 201 | 163 | 192 | 178 | 165 | | | | | | |
| Number of Calls Answered - All Queues | | 166 | 197 | 163 | 190 | 172 | 160 | | | | | | |
| Percent of Calls Abandoned | < 5% | 2.9% | 2.0% | 0.0% | 1.0% | 3.4% | 3.0% | | | | | | |
| Percent of Calls Answered within 30 Seconds | 85% | 92.8% | 93.9% | 90.8% | 89.5% | 82.6% | 91.9% | | | | | | |
| Average Wait Time | < 2 minutes | 0.3 | 0.2 | 0.4 | 0.4 | 0.6 | 0.2 | | | | | | |
| **Provider Services** Number of Calls Received - All Queues | | 4,350 | 3,815 | 4,329 | 4,390 | 3,884 | 4,450 | | | | | | |
| Number of Calls Answered - All Queues | | 4,277 | 3,752 | 4,216 | 4,284 | 3,788 | 4,328 | | | | | | |
| Percent of Calls Abandoned | < 5% | 1.7% | 1.7% | 2.6% | 2.4% | 2.5% | 2.7% | | | | | | |
| Percent of Calls Answered within 30 Seconds | 85% | 87.0% | 88.8% | 86.1% | 88.3% | 85.9% | 84.96% | | | | | | |
| Average Wait Time | < 2 minutes | 0.3 | 0.4 | 0.4 | 0.5 | 0.6 | 0.4 | | | | | | |
| Percent of Voicemails Returned by Next Business Day | 100% | 100.0% | 100.0% | 100.0% | 100% | 100% | 100% | | | | | | |
| **UM Line** Number of Calls Received - All Queues | | 1,512 | 1,634 | 1,806 | 1,746 | 1,411 | 1,653 | | | | | | |
| Number of Calls Answered - All Queues | | 1,484 | 1,605 | 1,778 | 1,712 | 1,393 | 1,638 | | | | | | |
| Percent of Calls Abandoned | < 5% | 1.9% | 1.8% | 1.6% | 1.9% | 1.3% | 0.9% | | | | | | |
| Percent of Calls Answered within 30 Seconds | 85% | 93.1% | 92.0% | 93.3% | 93.0% | 96.0% | 94.4% | | | | | | |
| Average Wait Time | < 2 minutes | 0.3 | 0.4 | 0.4 | 0.4 | 0.2 | 0.4 | | | | | | |

*Source:  WSCC Report 2, M6 CY21*