DY11 Q2 Attachment D: Customer Service Summary (Jan 1 - June 30, 2024)

BCBS 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		12,278	10,435	10,710	11,478	11,136	10,067						
	Number of Calls Answered - All Queues		12,148	10,376	10,620	11,414	11,027	10,020						
	Percent of Calls Abandoned	**< 5%**	1.1%	0.6%	0.8%	0.6%	1.0%	0.5%						
	Percent of Calls Answered within 30 Seconds	**85%**	89.9%	92.3%	93.2%	95.9%	92.5%	95.4%						
	Average Wait Time	**< 2 minutes**	0.2	0.3	0.2	0.1	0.3	0.1						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		597	539	587	515	598	529						
	Number of Calls Answered - All Queues		590	533	586	512	594	526						
	Percent of Calls Abandoned	**< 5%**	1.2%	1.1%	0.2%	0.6%	0.7%	0.6%						
	Percent of Calls Answered within 30 Seconds	**85%**	87.6%	90.2%	92.5%	87.7%	90.4%	88.6%						
	Average Wait Time	**< 2 minutes**	0.2	0.2	0.2	0.2	0.3	0.3						
Provider Services	Number of Calls Received - All Queues		8,091	7,078	7,242	7,287	8,561	6,013						
	Number of Calls Answered - All Queues		8,059	7,056	7,205	7,259	8,507	5,998						
	Percent of Calls Abandoned	**< 5%**	0.4%	0.3%	0.5%	0.4%	0.6%	0.2%						
	Percent of Calls Answered within 30 Seconds	**85%**	89.3%	91.0%	90.0%	94.2%	90.8%	95.7%						
	Average Wait Time	**< 2 minutes**	0.3	0.2	0.3	0.1	0.3	0.1						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		4,874	4,000	3,723	4,193	4,231	3,951						
	Number of Calls Answered - All Queues		4,849	3,993	3,715	4,137	4,173	3,879						
	Percent of Calls Abandoned	**< 5%**	0.5%	0.2%	0.2%	1.3%	1.4%	1.8%						
	Percent of Calls Answered within 30 Seconds	**85%**	96.4%	99.4%	99.3%	95.4%	93.8%	87.7%						
	Average Wait Time	**< 2 minutes**	0.1	0.0	0.0	0.0	0.0	0.3						

Source: BCBS Report 2, M1-M6 CY24

DY11 Q2 Attachment D: Customer Service Summary (Jan 1 - June 30, 2024)

PHP 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		24,475	19,850	17,871	19,296	18,328	15,347						
	Number of Calls Answered - All Queues		24,263	19,715	17,661	19,057	18,057	15,131						
	Percent of Calls Abandoned	**< 5%**	0.9%	0.7%	1.2%	1.2%	1.5%	1.4%						
	Percent of Calls Answered within 30 Seconds	**85%**	91.1%	94.1%	90.5%	89.1%	90.5%	87.1%						
	Average Wait Time	**< 2 minutes**	0.2	0.2	0.3	0.3	0.3	0.4						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		2,268	1,983	1,931	1,831	1,786	1,602						
	Number of Calls Answered - All Queues		2,230	1,955	1,911	1,808	1,754	1,587						
	Percent of Calls Abandoned	**< 5%**	1.7%	1.4%	1.0%	1.3%	1.8%	0.9%						
	Percent of Calls Answered within 30 Seconds	**85%**	95.3%	95.1%	96.1%	98.0%	97.9%	98.4%						
	Average Wait Time	**< 2 minutes**	0.2	0.2	0.1	0.1	0.1	0.1						
Provider Services	Number of Calls Received - All Queues		5,026	4,188	4,002	3,764	3,907	3,182						
	Number of Calls Answered - All Queues		5,000	4,177	3,980	3,742	3,888	3,167						
	Percent of Calls Abandoned	**< 5%**	0.5%	0.3%	0.5%	0.6%	0.5%	0.5%						
	Percent of Calls Answered within 30 Seconds	**85%**	88.0%	91.4%	88.7%	89.4%	90.7%	88.8%						
	Average Wait Time	**< 2 minutes**	0.3	0.2	0.3	0.3	0.3	0.3						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		997	815	687	882	808	676						
	Number of Calls Answered - All Queues		992	813	685	870	803	671						
	Percent of Calls Abandoned	**< 5%**	0.5%	0.2%	0.3%	1.4%	0.6%	0.7%						
	Percent of Calls Answered within 30 Seconds	**85%**	94.8%	98.2%	93.9%	93.9%	96.6%	91.4%						
	Average Wait Time	**< 2 minutes**	0.1	0.1	0.1	0.1	0.1	0.2						

Source: PHP Report 2, M1-M6 CY24

DY11 Q2 Attachment D: Customer Service Summary (Jan 1 - June 30, 2024)

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		7,617	6,279	6,229	5,707	5,169	3,944						
	Number of Calls Answered - All Queues		7,506	6,172	6,071	5,682	5,138	3,929						
	Percent of Calls Abandoned	**< 5%**	1.5%	1.7%	2.5%	0.4%	0.6%	0.4%						
	Percent of Calls Answered within 30 Seconds	**85%**	90.9%	91.1%	84.4%	97.0%	98.0%	99.4%						
	Average Wait Time	**< 2 minutes**	0.4	0.4	0.7	0.1	0.1	0.1						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
Nurse Advice Line	Number of Calls Received - All Queues		133	168	141	128	122	105						
	Number of Calls Answered - All Queues		128	165	137	128	119	102						
	Percent of Calls Abandoned	**< 5%**	3.8%	1.8%	2.8%	0.0%	2.5%	2.9%						
	Percent of Calls Answered within 30 Seconds	**85%**	95.3%	94.5%	94.9%	99.2%	99.2%	92.2%						
	Average Wait Time	**< 2 minutes**	0.2	0.2	0.2	0.1	0.1	0.1						
Provider Services	Number of Calls Received - All Queues		4,704	4,161	4,072	4,512	4,643	3,828						
	Number of Calls Answered - All Queues		4,660	4,092	4,008	4,430	4,584	3,790						
	Percent of Calls Abandoned	**< 5%**	0.9%	1.7%	1.6%	1.8%	1.3%	1.0%						
	Percent of Calls Answered within 30 Seconds	**85%**	92.6%	85.8%	86.6%	92.2%	94.6%	97.0%						
	Average Wait Time	**< 2 minutes**	0.3	0.5	0.5	0.2	0.2	0.1						
	Percent of Voicemails Returned by Next Business Day	**100%**	100%	100%	100%	100.0%	100.0%	100.0%						
UM Line	Number of Calls Received - All Queues		1,357	1,032	1,105	1,182	1,238	1,050						
	Number of Calls Answered - All Queues		1,291	1,014	1,076	1,160	1,216	1,037						
	Percent of Calls Abandoned	**< 5%**	4.9%	1.7%	2.6%	1.9%	1.8%	1.2%						
	Percent of Calls Answered within 30 Seconds	**85%**	79.7%	92.4%	94.3%	94.2%	94.8%	94.2%						
	Average Wait Time	**< 2 minutes**	0.9	0.4	0.5	0.3	0.2	0.7						

Source: WSCC Report 2, M1-M6 CY24