

BCBS CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		<div>Meets Standard</div> <div>Does Not Meet</div>												
		BCBS												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues								12,749	13,514	11,506			
	Number of Calls Answered - All Queues								12,687	13,448	11,464			
	Percent of Calls Abandoned	< 5%							0.50%	0.50%	0.40%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.50%	94.10%	96.20%			
	Average Wait Time	30 seconds or Less							0.1	0.1	0.1			
	Percent of calls resolved in the first call	70% or Greater							0.9	0.8	0.8			
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%			
Nurse Advice Line	Number of Calls Received - All Queues								542	536	513			
	Number of Calls Answered - All Queues								537	535	512			
	Percent of Calls Abandoned	< 5%							0.90%	0.20%	0.20%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							89.80%	92.30%	96.90%			
	Average Wait Time	30 seconds or Less							0.3	0.1	0.1			
Provider Services	Number of Calls Received - All Queues								6,519	6,096	5,394			
	Number of Calls Answered - All Queues								6,508	6,082	5,385			
	Percent of Calls Abandoned	< 5%							0.20%	0.20%	0.20%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.10%	92.50%	95.30%			
	Average Wait Time	30 seconds or Less							0.1	0.2	0.1			
	Percent of calls resolved in the first call	70% or Greater							0.7	0.8	0.8			
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%			
UM Line	Number of Calls Received - All Queues								5,673	4,933	4,669			
	Number of Calls Answered - All Queues								5,568	4,914	4,641			
	Percent of Calls Abandoned	< 5%							1.90%	0.40%	0.60%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							91.20%	95.50%	93.60%			
	Average Wait Time	30 seconds or Less							0.4	0.1	0.1			

Source: BCBS Report 2, M7-M9 CY24

PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard												Does Not Meet	
			PHP													
			CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
Member Services	Number of Calls Received - All Queues								20,125	18,731	15,521					
	Number of Calls Answered - All Queues								19,895	18,475	15,364					
	Percent of Calls Abandoned	< 5%							1.10%	1.40%	1.00%					
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.70%	92.00%	92.50%					
	Average Wait Time	30 seconds or Less							0.2	0.3	0.2					
	Percent of calls resolved in the first call	70% or Greater							0.8	0.8	0.8					
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%					
Nurse Advice Line	Number of Calls Received - All Queues								1,723	2,072	1,810					
	Number of Calls Answered - All Queues								1,711	2,055	1,780					
	Percent of Calls Abandoned	< 5%							0.70%	0.80%	1.70%					
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							98.20%	97.50%	94.80%					
	Average Wait Time	30 seconds or Less							0.1	0.1	0.2					
Provider Services	Number of Calls Received - All Queues								3,202	3,113	2,914					
	Number of Calls Answered - All Queues								3,178	3,098	2,902					
	Percent of Calls Abandoned	< 5%							0.70%	0.50%	0.40%					
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							91.70%	92.10%	92.70%					
	Average Wait Time	30 seconds or Less							0.2	0.2	0.2					
	Percent of calls resolved in the first call	70% or Greater							0.8	0.9	0.9					
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%					
UM Line	Number of Calls Received - All Queues								680	659	621					
	Number of Calls Answered - All Queues								668	655	617					
	Percent of Calls Abandoned	< 5%							1.80%	0.60%	0.60%					
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							93.90%	93.30%	93.70%					
	Average Wait Time	30 seconds or Less							0.1	0.1	0.1					

Source: PHP Report 2, M7-M9 CY24

MHC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

			Meets Standard						Does Not Meet					
			MHC											
			CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Member Services	Number of Calls Received - All Queues								5,426	3,407	2,960			
	Number of Calls Answered - All Queues								5,248	3,382	2,950			
	Percent of Calls Abandoned	< 5%							3.30%	0.70%	0.30%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							84.90%	97.70%	95.80%			
	Average Wait Time	30 seconds or Less							0.7	0.1	0.2			
	Percent of calls resolved in the first call	70% or Greater							1	1	1			
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%			
Nurse Advice Line	Number of Calls Received - All Queues								47	48	35			
	Number of Calls Answered - All Queues								47	48	35			
	Percent of Calls Abandoned	< 5%							0.00%	0.00%	0.00%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.70%	97.90%	97.10%			
	Average Wait Time	30 seconds or Less							0	0	0			
Provider Services	Number of Calls Received - All Queues								2,374	2,351	2,209			
	Number of Calls Answered - All Queues								2,357	2,304	2,192			
	Percent of Calls Abandoned	< 5%							0.70%	2.00%	0.80%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							96.80%	95.00%	92.90%			
	Average Wait Time	30 seconds or Less							0.1	0.2	0.2			
	Percent of calls resolved in the first call	70% or Greater							1	1	1			
	Percent of Voicemails Returned by Next Business Day	100%							100.00%	100.00%	100.00%			
UM Line	Number of Calls Received - All Queues								994	683	662			
	Number of Calls Answered - All Queues								982	667	662			
	Percent of Calls Abandoned	< 5%							1.20%	2.30%	0.00%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.30%	96.70%	99.80%			
	Average Wait Time	30 seconds or Less							0.3	0.3	0.1			

Source: MHC Report 2, M7-M9 CY24

UHC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		<div>Meets Standard</div> <div>Does Not Meet</div>												
		UHC												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues								4,769	3,955	3,923			
	Number of Calls Answered - All Queues								4,757	3,953	3,920			
	Percent of Calls Abandoned	< 5%							0.3%	0.1%	0.1%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							98.2%	98.6%	95.6%			
	Average Wait Time	30 seconds or Less							0.10	0.00	0.10			
	Percent of calls resolved in the first call	70% or Greater							82.8%	94.7%	96.0%			
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%			
Nurse Advice Line	Number of Calls Received - All Queues								141	63	67			
	Number of Calls Answered - All Queues								141	63	67			
	Percent of Calls Abandoned	< 5%							0.0%	0.0%	0.0%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							93.6%	88.9%	100.0%			
	Average Wait Time	30 seconds or Less							0.40	0.40	0.30			
Provider Services	Number of Calls Received - All Queues								1,803	1,833	1,467			
	Number of Calls Answered - All Queues								1,779	1,795	1,447			
	Percent of Calls Abandoned	< 5%							1.3%	2.1%	1.4%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							90.9%	90.4%	87.4%			
	Average Wait Time	30 seconds or Less							0.10	0.20	0.30			
	Percent of calls resolved in the first call	70% or Greater							97.4%	87.6%	96.1%			
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%			
UM Line	Number of Calls Received - All Queues								259	225	198			
	Number of Calls Answered - All Queues								259	225	195			
	Percent of Calls Abandoned	< 5%							0.0%	0.0%	1.5%			
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.3%	89.8%	85.6%			
	Average Wait Time	30 seconds or Less							0.10	0.10	0.10			

Source: UHC Report 2, M7-M9 CY24