

## 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	12,093	9,840	9,668
	Number of Calls Answered - All Queues								12,687	13,448	11,464	12,042	9,798	9,624
	Percent of Calls Abandoned	< 5%							0.5%	0.5%	0.4%	0.4%	0.4%	0.5%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.5%	94.1%	96.2%	96.2%	95.2%	98.0%
	Average Wait Time	30 seconds or Less							0.12	0.14	0.11	0.12	0.13	0.08
	Percent of calls resolved in the first call	70% or Greater							90.6%	82.6%	77.2%	73.2%	75.9%	76.3%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues								542	536	513	452	508	493
	Number of Calls Answered - All Queues								537	535	512	451	507	493
	Percent of Calls Abandoned	< 5%							0.9%	0.2%	0.2%	0.2%	0.2%	0.0%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							89.8%	92.3%	96.9%	96.5%	97.2%	95.9%
	Average Wait Time	30 seconds or Less							0.28	0.10	0.07	0.07	0.05	0.08
Provider Services	Number of Calls Received - All Queues								6,519	6,096	5,394	5,929	5,233	5,189
	Number of Calls Answered - All Queues								6,508	6,082	5,385	5,916	5,217	5,186
	Percent of Calls Abandoned	< 5%							0.2%	0.2%	0.2%	0.2%	0.3%	0.1%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.1%	92.5%	95.3%	96.2%	94.0%	97.8%
	Average Wait Time	30 seconds or Less							0.11	0.15	0.11	0.10	0.14	0.09
	Percent of calls resolved in the first call	70% or Greater							71.3%	80.4%	81.0%	76.8%	72.9%	73.2%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues								5,673	4,933	4,669	4,784	3,963	3,704
	Number of Calls Answered - All Queues								5,568	4,914	4,641	4,752	3,942	3,688
	Percent of Calls Abandoned	< 5%							1.9%	0.4%	0.6%	0.7%	0.5%	0.4%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							91.2%	95.5%	93.6%	97%	95%	99%
	Average Wait Time	30 seconds or Less							0.36	0.07	0.10	0.08	0.10	0.19

Source: BCBS Report 2, M7-M12 CY24

## PHP CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		<div>Meets Standard</div> <div>Does Not Meet</div>												
		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	16,856	13,539	14,366
	Number of Calls Answered - All Queues								19,895	18,475	15,364	16,648	13,397	14,275
	Percent of Calls Abandoned	< 5%							1.1%	1.4%	1.0%	1.2%	1.0%	0.6%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.7%	92.0%	92.5%	92.4%	94.0%	96.7%
	Average Wait Time	30 seconds or Less							0.20	0.30	0.20	0.30	0.20	0.10
	Percent of calls resolved in the first call	70% or Greater							82.0%	79.9%	84.8%	80.1%	80.9%	81.1%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues								1,723	2,072	1,810	1,725	1,697	1,823
	Number of Calls Answered - All Queues								1,711	2,055	1,780	1,690	1,655	1,763
	Percent of Calls Abandoned	< 5%							0.7%	0.8%	1.7%	2.0%	2.5%	3.3%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							98.2%	97.5%	94.8%	93.7%	93.6%	93.4%
	Average Wait Time	30 seconds or Less							0.10	0.10	0.20	0.20	0.20	0.20
Provider Services	Number of Calls Received - All Queues								3,202	3,113	2,914	3,121	2,831	2,992
	Number of Calls Answered - All Queues								3,178	3,098	2,902	3,106	2,814	2,989
	Percent of Calls Abandoned	< 5%							0.7%	0.5%	0.4%	0.5%	0.6%	0.1%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							91.7%	92.1%	92.7%	92.9%	92.8%	94.7%
	Average Wait Time	30 seconds or Less							0.20	0.20	0.20	0.20	0.20	0.20
	Percent of calls resolved in the first call	70% or Greater							76.1%	85.2%	85.8%	83.1%	81.2%	86.4%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues								680	659	621	672	577	550
	Number of Calls Answered - All Queues								668	655	617	670	572	550
	Percent of Calls Abandoned	< 5%							1.8%	0.6%	0.6%	0.3%	0.9%	0.0%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							93.9%	93.3%	93.7%	94%	93%	95%
	Average Wait Time	30 seconds or Less							0.10	0.10	0.10	0.10	0.20	0.10

Source: PHP Report 2, M7-M12 CY24

## MHC CALL CENTER STANDARDS AND PERFORMANCE MEASURES

		<div>Meets Standard</div> <div>Does Not Meet</div>												
		MHC												
		CONTRACT STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Member Services	Number of Calls Received - All Queues								5,426	3,407	2,960	3,594	2,819	2,778
	Number of Calls Answered - All Queues								5,248	3,382	2,950	3,577	2,808	2,773
	Percent of Calls Abandoned	< 5%							3.3%	0.7%	0.3%	0.5%	0.4%	0.2%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							84.9%	97.7%	95.8%	97.2%	97.8%	97.8%
	Average Wait Time	30 seconds or Less							0.70	0.10	0.20	0.10	0.10	0.06
	Percent of calls resolved in the first call	70% or Greater							98.7%	99.4%	99.8%	99.9%	99.9%	100.0%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues								47	48	35	47	42	31
	Number of Calls Answered - All Queues								47	48	35	47	42	31
	Percent of Calls Abandoned	< 5%							0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							95.7%	97.9%	97.1%	93.6%	100.0%	100.0%
	Average Wait Time	30 seconds or Less							0.00	0.00	0.00	0.00	0.00	0.00
Provider Services	Number of Calls Received - All Queues								2,374	2,351	2,209	2,450	2,218	2,164
	Number of Calls Answered - All Queues								2,357	2,304	2,192	2,413	2,199	2,153
	Percent of Calls Abandoned	< 5%							0.7%	2.0%	0.8%	1.5%	0.9%	0.5%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							96.8%	95.0%	92.9%	93.6%	97.3%	97.9%
	Average Wait Time	30 seconds or Less							0.10	0.20	0.20	0.17	0.10	0.09
	Percent of calls resolved in the first call	70% or Greater							99.8%	99.9%	99.7%	99.8%	99.5%	100.0%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues								994	683	662	889	689	580
	Number of Calls Answered - All Queues								982	667	662	887	687	578
	Percent of Calls Abandoned	< 5%							1.2%	2.3%	0.0%	0.2%	0.3%	0.3%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.3%	96.7%	99.8%	99%	99%	99%
	Average Wait Time	30 seconds or Less							0.30	0.30	0.10	0.08	0.10	0.10

Source: MHC Report 2, M7-M12 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	4,012	3,555	3,781
	Number of Calls Answered - All Queues								4,757	3,953	3,920	3,998	3,536	3,729
	Percent of Calls Abandoned	< 5%							0.3%	0.1%	0.1%	0.3%	0.5%	1.4%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							98.2%	98.6%	95.6%	96.9%	95.5%	92.2%
	Average Wait Time	30 seconds or Less							0.10	0.00	0.10	0.10	0.10	1.15
	Percent of calls resolved in the first call	70% or Greater							82.8%	94.7%	96.0%	79.7%	93.7%	79.9%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
Nurse Advice Line	Number of Calls Received - All Queues								141	63	67	65	42	50
	Number of Calls Answered - All Queues								141	63	67	60	42	47
	Percent of Calls Abandoned	< 5%							0.0%	0.0%	0.0%	7.7%	0.0%	6.0%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							93.6%	88.9%	100.0%	95.0%	100.0%	91.5%
	Average Wait Time	30 seconds or Less							0.40	0.40	0.30	0.20	0.30	0.40
Provider Services	Number of Calls Received - All Queues								1,803	1,833	1,467	1,390	1,314	1,665
	Number of Calls Answered - All Queues								1,779	1,795	1,447	1,357	1,306	1,661
	Percent of Calls Abandoned	< 5%							1.3%	2.1%	1.4%	2.4%	0.6%	0.2%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							90.9%	90.4%	87.4%	92.3%	96.6%	97.8%
	Average Wait Time	30 seconds or Less							0.10	0.20	0.25	0.27	0.10	0.00
	Percent of calls resolved in the first call	70% or Greater							97.4%	87.6%	96.1%	95.4%	99.1%	100.0%
	Percent of Voicemails Returned by Next Business Day	100%							100%	100%	100%	100%	100%	100%
UM Line	Number of Calls Received - All Queues								259	225	198	222	204	195
	Number of Calls Answered - All Queues								259	225	195	217	204	195
	Percent of Calls Abandoned	< 5%							0.0%	0.0%	1.5%	2.3%	0.0%	0.0%
	Percent of Calls Answered by a Live Voice within 30 Seconds	90% or Greater							92.3%	89.8%	85.6%	92%	86%	98%
	Average Wait Time	30 seconds or Less							0.10	0.10	0.10	0.10	0.10	0.10

Source: UHC Report 2, M7-M12 CY24