



Vendor:

MONTHLY MEDICAL CALL CENTER REPORT

Reporting Year	Reporting Month	Date of Submission	Service Level (80% Calls Answered within 30 sec)	Met/Fail	Service Level (5% Abandon Rate)	Met/Fail	Service Level (2 Minute Average Hold Time)	Met/Fail	Service Level (Average Speed of Answer Min/Sec)
2022	January								
2022	February								
2022	March								
2022	April								
2022	May								
2022	June								
2022	July								
2022	August								
2022	September								
2022	October								
2022	November								
2022	December								
2023	January								
2023	February								
2023	March								
2023	April								
2023	May								
2023	June								
2023	July								
2023	August								
2023	September								
2023	October								
2023	November								
2023	December								

DRAFT - Final templates to be provided to awarded Contractors.

Service Levels	Definitions
80% Calls Answered w/in 30 sec	The number of incoming calls answered within 30 seconds divided by the total number of calls received by the service line during the measurement period (does not include initial announcement.)
5% Abandon Rate	Abandon rate is the percentage of inbound phone calls made to call center that are abandoned by the caller before speaking to a customer service representative.
Avg Hold Time of 2 minutes	Time spent on hold by the caller following the interactive voice response (IVR) system, touch tone response system or recorded greeting before reaching a live person.
Avg Speed of Answer (ASA): Min/Sec	Time from which telephone is answered to the point at which a member reaches a live person capable of responding to the member's question in a manner that is sensitive to the member's language and cultural needs.

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