

**Addiction and Prevention Services  
State Quality Committee**

**Final**

**AGGREGATE ANALYSIS REPORT**

**Reporting Period**

**FROM:** July 1, 2009   **TO:** June 30, 2010  
**Conclusion includes annual summary for FY2010**

**Unit/Team/Department:**

PIHP Quality Improvement

**Topic/Project:**

Call Volume, Timeliness and Abandonment

**Customer Service Report (VO # 31, Grid Row 1)**

**Monitoring Standard:**

42 CFR 438.240 Quality Assessment and Performance Improvement Program

42 CFR 458.206 (c) (1) Furnishing of Services and Timely Access

**Goal:**

The PIHP will track and report quarterly to SRS/AAPS all incoming calls to the Customer Service call center in a given quarter including call volume, timeliness and abandonment.

**Objectives:**

To assure the documentation is capturing information and response to incoming calls to the Customer Service call center

To evaluate for trends that may require system intervention or education

To allow data to be presented consistently for Committee evaluation and response

**Data Collection Activities:**

Data was collected from ValueOptions Customer Service call center ACD-Avaya report and ValueOptions Service Connect. Customer Service call stats reporting will provide information on total calls received, calls abandoned within 30 seconds, % abandoned within 30 seconds, average talk time, average speed of answer in seconds, and % answered within 30 seconds.

Note: In January 2010, ValueOptions relocated their customer service center from Texas to New York for all clinical customer service calls. The ValueOptions claims customer service center did not relocate.

**Results: See next page**

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**Standards Summary:**

	Avg. Speed of Answer (ASA) shall be no longer than 30 seconds	Call Abandonment Rate shall not exceed 5%	No caller should experience a busy signal
FY2008	All standards met	All standards met	All standards met
FY2009	All standards met	All standards met	All standards met
FY2010	All standards met	All standards met	All standards met

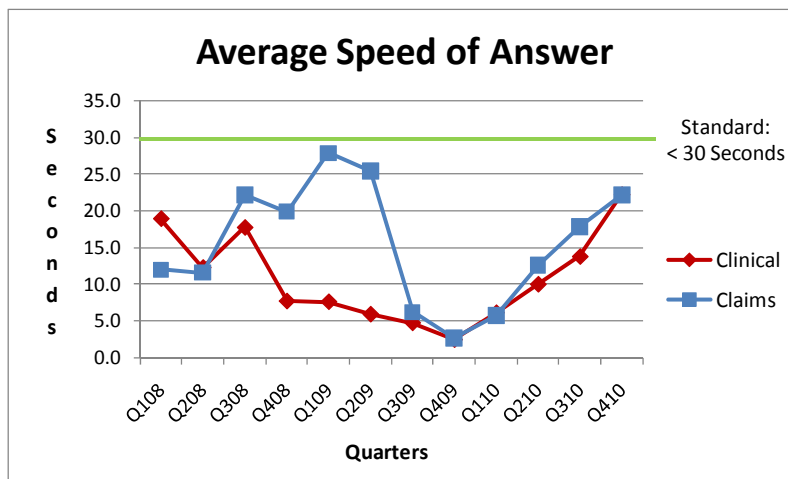
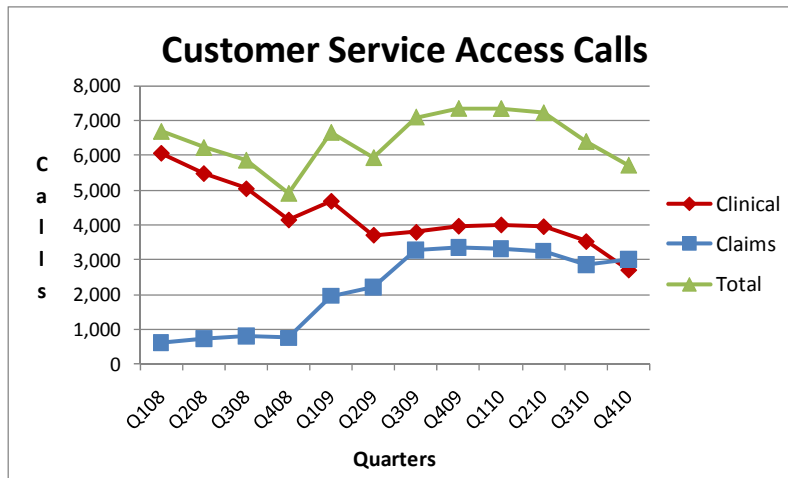
**The following narrative and tables are from the March 2011 TriWest Group Independent Assessment report of the 1915(b)/(c) Waiver for Post-Waiver Period: July 2007 to June 2010:**

The table below summarizes performance for both service centers, showing that performance was within expected parameters for all periods reported.

Customer Service Access			
Type of Call	Year 1 (FY08)	Year 2 (FY09)	Year 3 (FY10)
Clinical			
Number of Calls	20,758	16,180	14,215
ASA (< 30 seconds)	14.7	5.3	12.2
Abandonment (< 5%)	0.6%	0.4%	0.6%
Claims			
Number of Calls	2,925	10,850	12,459
ASA (< 30 seconds)	16.8	13.0	14.3
Abandonment (< 5%)	0.7%	0.5%	0.8%

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Quarterly data for the number of calls and the average speed of answer is presented graphically below.



### Conclusions:

#### Annual Summary (7/1/09-6/30/10)

- For FY2008, FY2009, and FY2010, all standards were met each month.
- For FY2010, 47% of all customer service calls were claims related (12,459 total), and 53% of all calls were clinical (14,215).
- For FY2008 - FY2010, claims related calls have increased each fiscal year. Emergency/clinical calls have decreased each fiscal year. In the FY2009 aggregate analysis, it was noted that this may be due to VO's efforts to transition the Provider Relations representatives away from providing billing assistance that can be better handled through Claims customer service. This trend continues in FY2010.
- Total customer service calls increased from FY2008 (23,683) to FY2009 (27,030), then decreased from FY2009 (27,030) to FY2010 (26,674).

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- In January 2010, ValueOptions relocated their customer service center from Texas to New York for all clinical customer service calls. The claims customer service center did not relocate. The average speed of answer remains under the 30 second standard as it has for the duration of the ValueOptions contract, but has increased since Q1 2010 as noted in the Independent Assessment and their Average Speed of Answer graph shown above.

**Preliminary Recommendations to Committee:**

- It is recommended to the Committee that data trending continue.
- Approval by the Committee is requested to post this aggregate analysis on the ValueOptions website for public access.

**Date Presented to SQC:** 5/12/2011

**BY:** Cissy McKinzie

**Recommendations from the Committee for action:** Committee approves of the Preliminary Recommendations as shown above.

**Person Responsible to follow-up and date due:** Kim Brown 8/11/11

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**Appendix:**

<b>FY2008</b>	<b>Total Claims Customer Service Calls</b>	<b>Total Emergency, Clinical Customer Service Calls</b>	<b>Total Customer Service Calls</b>
July 2007	150	1548	1698
August 2007	223	2418	2641
September 2007	242	2104	2346
October 2007	295	2098	2393
November 2007	168	1747	1915
December 2007	274	1642	1916
January 2008	281	1733	2014
February 2008	249	1842	2091
March 2008	283	1474	1757
April 2008	264	1552	1816
May 2008	236	1328	1564
June 2008	260	1272	1532
<b>Fiscal Year Total</b>	<b>2,925</b>	<b>20,758</b>	<b>23,683</b>
<b>Fiscal Year Average Per Month</b>	<b>244</b>	<b>1,730</b>	<b>1,974</b>

<b>FY2009</b>	<b>Total Claims Customer Service Calls</b>	<b>Total Emergency, Clinical Customer Service Calls</b>	<b>Total Customer Service Calls</b>
July 2008	483	1729	2212
August 2008	698	1515	2213
September 2008	786	1446	2232
October 2008	816	1355	2171
November 2008	661	1041	1702
December 2008	743	1319	2062
January 2009	1061	1263	2324
February 2009	1089	1242	2331
March 2009	1144	1296	2440
April 2009	1234	1430	2664
May 2009	948	1110	2058
June 2009	1187	1434	2621
<b>Fiscal Year Total</b>	<b>10,850</b>	<b>16,180</b>	<b>27,030</b>
<b>Fiscal Year Average Per Month</b>	<b>904</b>	<b>1,348</b>	<b>2,253</b>

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<b>FY2010</b>	<b>Total Claims Customer Service Calls</b>	<b>Total Emergency, Clinical Customer Service Calls</b>	<b>Total Customer Service Calls</b>
July 2009	1,159	1,379	2,538
August 2009	1,034	1,256	2,290
September 2009	1,135	1,376	2,511
October 2009	1,196	1,427	2,623
November 2009	954	1,175	2,129
December 2009	1,107	1,360	2,467
January 2010	946	1,144	2,090
February 2010	897	1,086	1,983
March 2010	1,024	1,301	2,325
April 2010	957	874	1,831
May 2010	960	867	1,827
June 2010	1,090	970	2,060
<b>Fiscal Year Total</b>	<b>12,459</b>	<b>14,215</b>	<b>26,674</b>
<b>Fiscal Year Average Per Month</b>	<b>1,038</b>	<b>1,185</b>	<b>2,223</b>