

**Addiction and Prevention Services
State Quality Committee**

Standards Summary:

Month	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
July 2007	Standard met	Standard met	Standard met
August 2007	Standard met	Standard met	Standard met
September 2007	Standard met	Standard met	Standard met
October 2007	Standard met	Standard met	Standard met
November 2007	Standard met	Standard met	Standard met
December 2007	Standard met	Standard met	Standard met
January 2008	Standard met	Standard met	Standard met
February 2008	Standard met	Standard met	Standard met
March 2008	Standard met	Standard met	Standard met
April 2008	Standard met	Standard met	Standard met
May 2008	Standard met	Standard met	Standard met
June 2008	Standard met	Standard met	Standard met

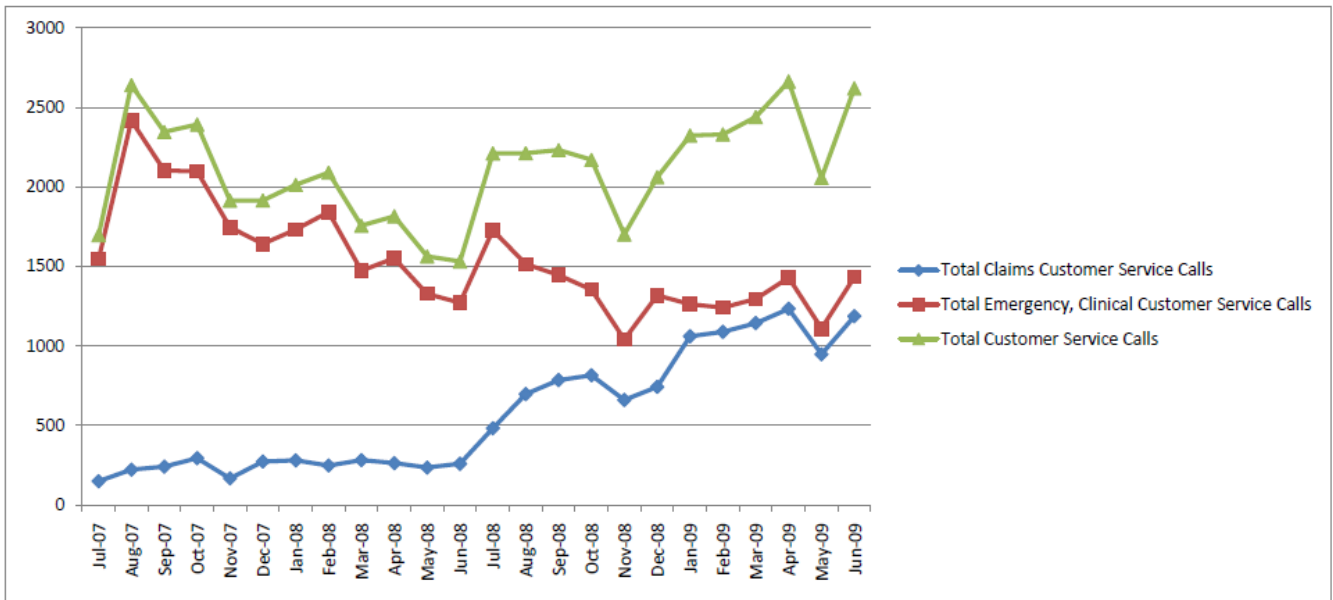
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FY2008	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
July 2007	150	1548	1698
August 2007	223	2418	2641
September 2007	242	2104	2346
October 2007	295	2098	2393
November 2007	168	1747	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
Fiscal Year Total	2,925	20,758	23,683
Fiscal Year Average Per Month	244	1,730	1,974

FY2009	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
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
Fiscal Year Total	10,850	16,180	27,030
Fiscal Year Average Per Month	904	1,348	2,253

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Conclusions:

Annual Summary (7/1/08-6/30/09)

- For FY2008 and FY2009, all standards were met each month.
- For FY2009, 40% of all customer service calls were claims related (10,850 total), and 60% of all calls were clinical (16,180).
- For FY2008 and 2009, it appears claims related calls have been increasing and emergency/clinical calls have been gradually decreasing. After discussion with ValueOptions, 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.
- Total customer service calls increased from FY2008 to FY2009.

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: 5/6/2010

BY: Cissy McKinzie

Recommendations from the Committee for action: Recommendation and changes made by the SQC to the Preliminary Recommendations are noted above in **bold**.

Person Responsible to follow-up and date due: Kim Brown 8/11/10