

**Addiction and Prevention Services
State Quality Committee**

The following phone statistics represent calls received at the ValueOptions 1-866-645-8216 toll free number.

Final

AGGREGATE ANALYSIS REPORT

Reporting Period

FROM: April 1, 2008 **TO:** June 30, 2008
Conclusion includes annual summary for FY2008

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, and % answered within 30 seconds.

Results: See next page

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Avaya Customer Service Center (Clinical):



Kansas Call Center Phone Statistics Emergency, Clinical and Customer Service

Date Range 04/01/2008 to 06/30/2008

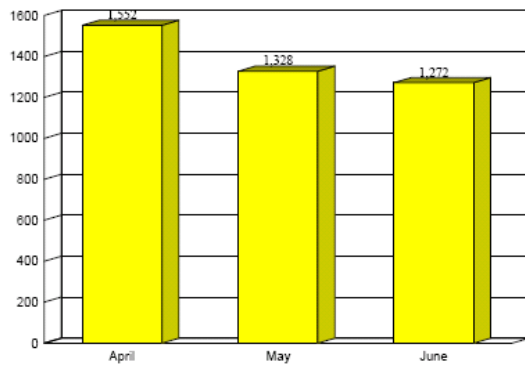
Report Description/Data Source

This report shows by month the handling of inbound phone calls to the KS Customer Service center. This report's data is taken directly from VO phone system and is based on a monthly date range.
* please see footnote

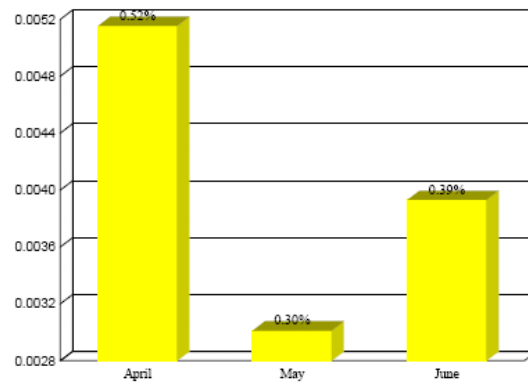
Customer Service (CS)

| | Total Calls | Calls Abandoned > 30 sec. | % Abandoned > 30 sec. | Average Talk Time (sec.) | Average Speed of Answer in seconds | % Answered 0 - 30 sec. |
|-------|-------------|---------------------------|-----------------------|--------------------------|------------------------------------|------------------------|
| April | 1552 | 8 | 0.52% | 209.48 | 12.20 | 91.17 |
| May | 1328 | 4 | 0.30% | 216.06 | 4.67 | 95.15 |
| June | 1272 | 5 | 0.39% | 211.78 | 5.21 | 94.20 |

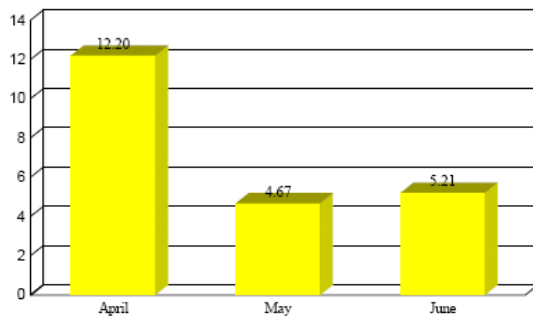
Total CS Calls Received



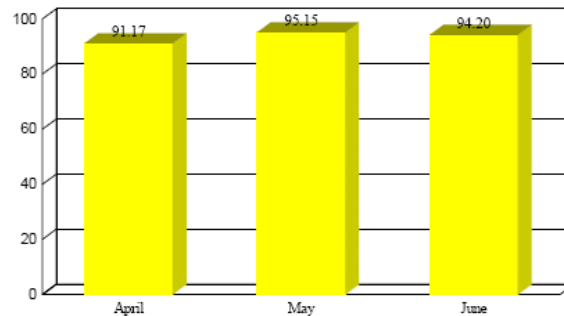
Abandonment Rate > 30 seconds



Average speed of Answer in Seconds



% of Calls Answered within 30 seconds



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Latham Customer Service Center (Claims):



Kansas Call Center Phone Statistics Claims Customer Service

Date Range 04/01/2008 to 06/30/2008

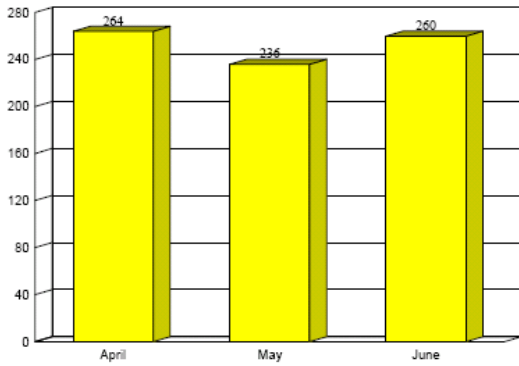
Report Description/Data Source

This report shows by month the handling of inbound phone calls to the KS Customer Service center at Latham. This report's data is taken directly from VO phone system and is based on a month by date range.
* please see footnote

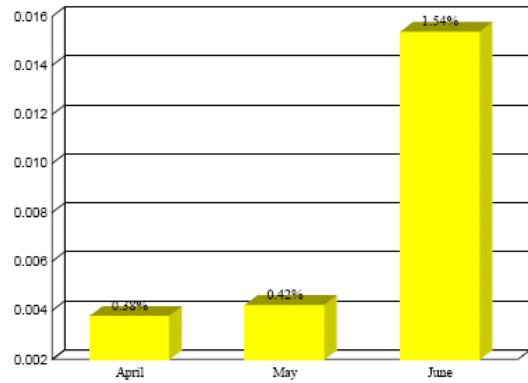
Customer Service (CS)

| | Total Calls | Calls Abandoned > 30 sec. | % Abandoned > 30 sec. | Average Talk Time (sec.) | Average Speed of Answer in seconds | % Answered 0 - 30 sec. |
|-------|-------------|---------------------------|-----------------------|--------------------------|------------------------------------|------------------------|
| April | 264 | 1 | 0.38% | 300.99 | 15.40 | 79.62 |
| May | 236 | 1 | 0.42% | 281.78 | 16.70 | 75.76 |
| June | 260 | 4 | 1.54% | 287.25 | 27.42 | 64.96 |

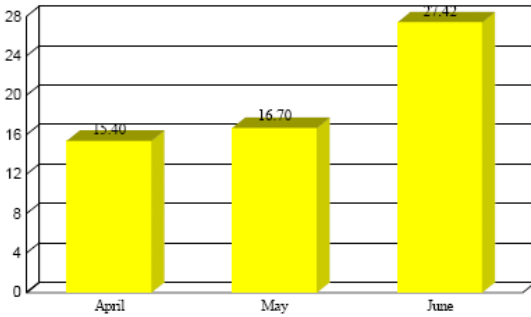
Total CS Calls Received



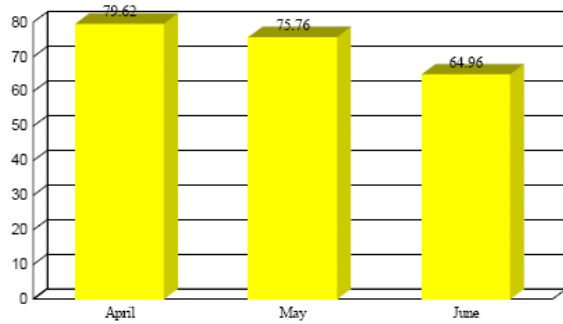
Abandonment Rate > 30 seconds



Average speed of Answer in Seconds



% of Calls Answered within 30 seconds



No call rang busy during this time period

Report # 30414.2.r1

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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 |

Conclusions:

For fourth quarter, of the 4,912 total calls received, 760 calls or 15.47% were claims and 4,152 calls or 84.53% were clinical.

Annual Summary (7/1/07-6/30/08)

- For FY2008, total calls and clinical calls volume decreased each quarter.
- First quarter there were 6,685 total calls received (6,070 clinical and 615 claims)
- Second quarter 6,224 total calls were received (5,487 clinical and 737 claims)
- Third quarter 5,862 total calls were received (5,049 clinical and 813 claims)
- Fourth quarter 4,912 total calls were received (4,152 clinical and 760 claims)
- Claims calls increased each quarter except for the fourth quarter which decreased in volume.

The standards from the contract are: 1) The average speed of answer (ASA) shall be no longer than 30 seconds 2) The call abandonment rates shall not exceed 5% and 3) No caller shall experience a busy signal. For this quarter, the standards were all met each month. For FY2008, the standards were also met each month.

Preliminary Recommendations to Committee:

It is recommended to the Committee that data trending continue. **It is also recommended by the Committee that this aggregate analysis be shared at the SRS Regional QI meeting and posted on the ValueOptions website for public access.**

**Addiction and Prevention Services
State Quality Committee**

Date Presented to SQC: 8/26/2008

BY: Kim Brown

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 11/6/08