

435 TELEPHONE PERFORMANCE STANDARDS AND REPORTING

EFFECTIVE DATE: October 1, 2019

REFERENCES: ACOM Policy 435; Attachments A and B; Section F3, Contractor Chart of Deliverables

DELIVERABLES: Telephone (Administrative) Performance Measures

This policy applies to the Division's Administrative Services Subcontractors (AdSS). This policy establishes AdSS standards and reporting requirements regarding the AdSS's performance when handling member and provider telephone calls. This policy does not include performance requirements for Crisis Services Response.

Definitions

- A. Average Speed of Answer (ASOA) - The average online wait time in seconds that the member/provider waits from the moment the call is connected in the AdSS's phone switch until the call is picked up by a AdSS's representative or Interactive Voice Recognition System (IVR).
- B. Daily First Contact Call Resolution Rate (DFCCR) - The number of calls received in a 24-hour period for which no follow-up communication or internal phone transfer is needed, divided by the total number of calls received in the 24-hour period.
- C. Monthly Average Abandonment Rate (MAAR) - This is determined by the number of calls abandoned in a 24-hour period, divided by the total number of calls received in the same 24-hour period, summed for each day of the month and then divided by the number of days in the monthly reporting period.
- D. Monthly Average Service Level (MASL) - The total of the month's calls answered within 45 seconds divided by the sum of the following: all calls answered in the month, all calls abandoned calls in the month and all calls receiving a busy signal in the month (if available).
- E. Monthly First Contact Call Resolution Rate (MFCCR) - The sum of the DFCCRs divided by the number of business days in the reporting period.

Telephone Performance Standards

The AdSS is required to track all of the following Telephone Performance Standards for member and provider calls monthly:

- A. The ASOA must be 45 seconds or less.
- B. The MAAR must be 5% or less.
- C. The MFCCR must be 70% or better.
- D. The MASL must be 75% or better.

Telephone Performance Measure Reports

The AdSS must submit a quarterly Telephone Performance Measures Report showing the AdSS's performance based on the above standards. The report must include both of the following AHCCCS attachments adopted by the Division for use by the AdSS:

- ACOM Policy 435, Attachment A, Telephone Performance Measures Template to document the ASOA, MAAR, MFCCR, and MASL as described in this Policy
- ACOM Policy 435, Attachment B, Centralized Telephone Line Down Time Template, to report the down time for its centralized telephone lines, the dates of the occurrences, and the length of time they were out of service. The AdSS must complete separate templates for each month of the quarter.

The report must cover the AdSS's performance during the previous twelve months and must be submitted as specified in Section F3, Contractor Chart of Deliverables.

The AdSS must separately document performance for calls of the following types:

- A. Member Calls
- B. Provider Calls.

The AdSS must document the number of days in a month one or more of the standards were not met by type of call. If a current month's number of days where the standard was not met was more than two standard deviations greater than the average of the previous nine months, the AdSS must explain why the increase occurred, and summarize the steps it is taking to reduce the non-compliant calls.

If the AdSS is non-compliant with any standard on this deliverable, or the Division has concerns regarding the content reported during the reporting quarter, the Division may require the AdSS begin submitting this report monthly. The AdSS may submit a request to the Division's Compliance Coordinator to return to quarterly reporting after three consecutive months of compliance have been achieved.