

435 TELEPHONE PERFORMANCE STANDARDS AND REPORTING

REVISION DATE: 03/22/2023

EFFECTIVE DATE: October 1, 2019

REFERENCES: ACOM Policy 435; Attachment A (Worksheets A and B)

PURPOSE

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

1. "Average Speed of Answer (ASOA) means 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).
2. "Daily First Contact Call Resolution Rate (DFCCR)" means 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.

3. "Member" means an individual who is receiving services from the Division of Developmental Disabilities (Division).
4. "Monthly Average Abandonment Rate (MAAR)" means 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.
5. "Monthly Average Service Level (MASL)" means 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).
6. "Monthly First Contact Call Resolution Rate (MFCCR)" means the sum of the DFCCRs divided by the number of business days in the reporting period.

POLICY

A. TELEPHONE PERFORMANCE STANDARDS

The AdSS shall adhere to the following Telephone Performance Standards for Member and provider calls monthly:

1. The ASOA shall be 45 seconds or less.
2. The MAAR shall be 5% or less.
3. The MFCCR shall be 70% or better.
4. The MASL shall be 75% or better.

B. TELEPHONE PERFORMANCE MEASURE REPORTS

1. The AdSS shall track performance based on standards noted above and report performance results monthly to the DDD OIFA Data Validation Specialist, including both AHCCCS worksheets within Attachment A:
 - a. Worksheet A, Telephone Performance Measures Template to document the ASOA, MAAR, MFCCR, and MASL as described in this Policy.
 - b. Worksheet B, Centralized Telephone Line Down Time Template to report:

- i. Down time for AdSS centralized telephone lines,
 - ii. Dates of the occurrences; and
 - iii. Length of time they were out of service.
2. The AdSS in their report shall:
 - a. Cover their performance during the previous twelve months;
 - b. Submit as specified in Section F3, Contractor Chart of Deliverables; and
 - c. Separately document performance for calls of the following types:
 - i. Member Calls
 - ii. Provider Calls.
3. The AdSS shall address non-compliance with any standard on this deliverable for any given month, by including in the report steps the AdSS plans to take to reduce the noncompliant performance.