

## **435 TELEPHONE PERFORMANCE STANDARDS AND REPORTING**

REVISION DATE: 03/22/2023

EFFECTIVE DATE: October 1, 2019

REFERENCES: ACOM Policy 435; Attachment A.

### **PURPOSE**

This policy applies to the Division of Developmental Disabilities (Division) Customer Service Center (CSC). This Policy establishes the Division's standards and reporting requirements regarding the Division's performance when handling Member and provider telephone calls.

### **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 Division's CSC phone switch until the call is picked up by a Division CSC's representative or Interactive Voice Recognition System.
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. "Member Grievance" means an expression of dissatisfaction from a Member, responsible party, advocate, etc., with any aspect of a Member's care other than an adverse benefit determination.
5. "Member Inquiry" means a question, request for guidance or direction from a Member, responsible party, advocate, etc., with any aspect of a Member's care other than an adverse benefit determination.
6. "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.
7. "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).

8. "Monthly First Contact Call Resolution Rate (MFCCR)" means the sum of the DFCCRs divided by the number of business days in the reporting period.
9. "Provider Grievance" means a provider's expression of dissatisfaction with unresolved issues, and claims that are older than 30 days from the day of billing.
10. "Provider Inquiry" means any question related to provider matters or issues that can be resolved within the first call or email in less than 30 days, and billing issues including claims less than 30 days from the day of billing.

## **POLICY**

### **A. TELEPHONE PERFORMANCE STANDARDS**

The CSC shall adhere to the following Telephone Performance Standards for Member and provider calls on a monthly basis:

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 MEASURES REPORT**

1. The CSC shall track performance based on standards noted above and report performance results to the DDD OIFA Administrator.
2. The CSC shall separately document performance for calls of the following types:
  - a. Member Calls, and
  - b. Provider Calls.
3. The CSC shall submit a monthly Telephone Performance Measures Report to the OIFA Administrator within 15 days after the reporting month.
4. The CSC, if non-compliant with any standard on this deliverable for any given month, shall include in the report steps the CSC shall follow to reduce the noncompliant performance.
5. The CSC shall notify the DDD AHCCCS Contract Compliance Officer when there are unanticipated telephone service interruptions in the toll-free phone system.

**C. MEMBER INQUIRIES**

1. The CSC shall document all incoming Member Inquiries.
  - a. All incoming Member Inquiries shall be resolved within the first communication.
  - b. If the issue needs additional follow-up for resolution or assistance, the CSC shall treat it as a Member Grievance.

**D. PROVIDER INQUIRIES**

1. The CSC shall document all incoming Provider Inquiries.
2. The CSC shall resolve all incoming Provider Inquiries within 30 days from the date of receipt of the inquiry.
3. The CSC shall treat inquiries not resolved within 30 days as a Provider Grievance.
4. The CSC shall identify systemic issues, if any, and document them.
5. The CSC shall inform and elevate systemic issues to the OIFA Administrator, CSC Administrator, and the functional area Deputy Assistant Director or designee.