

Call Center Report INSTRUCTIONS:

- Select the Health Plan Name, Region, Year, and Quarter from the drop-down lists in row 2 of the report template. Once you've made your selections, the report will auto-populate that information for the remaining rows.
- Enter your response in the column labeled 'Response'. You may enter ONLY the type of Response requested - DO NOT enter text or comments in the Response field, or you will receive an error. You may enter comments in the 'Comments' column if you wish.
- Enter a response for EACH reason for a member's call. If a member calls for multiple reasons (such as needing a new ID card and also asking for assistance to make an appointment), then both of these should be logged: one for 'Calls Regarding ID Card/Handbook', and one for 'Calls Regarding Appointments'.
- Report ONLY calls that occurred during the designated quarter. Do not include more recent calls that may have occurred between the end of the quarter and the time that you prepare your datafile for submission.
- For fields that report time, report the total number of seconds.
- A Region option for "All" has been added for any measure that CANNOT be separated into distinct regions (e.g., Missed Calls, etc.). USE THE CORRECT REGION whenever possible, but when not possible use "All" for the region.
- For more detailed definitions of each measure, refer to the 'Definitions' tab in this Excel workbook.
- Submit a SEPARATE EXCEL FILE for each region. You should submit FOUR files each quarter. (For particular items that you are not able to separate by region, submit a fifth file, select "All" as the region, and response only to those items.) DO NOT insert a tab for each region into a single file to submit. **This file has hidden code and hidden tabs that perform some calculations on your data. If you insert new tabs you will disrupt these calculations, and your file will be returned to you to be corrected and resubmitted.**

HealthPlanName	Region	CalYear	CalQuarter	CallType	Measure	Language	Response	Comments/Notes
				Members	Average Monthly Enrollment for this Quarter			
				Members	Average Monthly Behavioral Health Enrollment for this Quarter			
				Members	Total # of Calls	English		
				Members	Total # of Calls Answered	English		
				Members	Total # of Calls Abandoned	English		
				Members	# of Calls Answered in Less than 30 Seconds	English		
				Members	# of Calls Answered in Less than 2 Minutes	English		
				Members	Average Speed of Answer (in seconds)	English		
				Members	Average Talk Time (in seconds)	English		
				Members	Longest Wait In Queue (in seconds)	English		
				Members	Average Hold Time (in seconds)	English		
				Members	# of Blocked Calls (lines too busy to handle volume)	English		
				Members	# of calls regarding Benefits	English		
				Members	# of calls regarding Billing/Claims	English		
				Members	# of calls regarding Eligibility	English		
				Members	# of calls regarding ID Card/Handbook	English		
				Members	# of calls regarding PCP Change Request	English		
				Members	# of calls regarding NEMT	English		
				Members	# of calls regarding Behavioral Health	English		
				Members	# of calls regarding Medical	English		
				Members	# of calls regarding Dental	English		
				Members	# of calls regarding Optical	English		
				Members	# of calls regarding OT/PT/Speech	English		
				Members	# of calls regarding Appointments	English		
				Members	# of calls regarding Other Insurance (TPL)	English		
				Members	# of Other Type of Member Calls	English		
				Members	Total Member Calls Resolved	English		
				Members	Total Member Calls Referred	English		
				Members	Total Member Calls Logged as Grievance or Appeal	English		
				Providers	# of calls regarding Prior Authorization	English		
				Providers	# of calls regarding Benefits	English		
				Providers	# of calls regarding Billing/Claims	English		
				Providers	# of calls regarding Eligibility	English		
				Providers	# of calls regarding Network	English		
				Providers	# of Other Type of Provider Calls	English		
				Providers	Total Provider Calls Resolved	English		
				Providers	Total Calls Provider Referred	English		
				Providers	Total Provider Calls Logged as Complaint or Appeal	English		
				BHCrisisLine	Total # of Calls	English		
				BHCrisisLine	Total # of Calls Answered	English		
				BHCrisisLine	# of Calls Answered in Less than 30 Seconds	English		
				BHCrisisLine	# of Calls Answered in Less than 2 Minutes	English		
				BHCrisisLine	Average Speed of Answer (in seconds)	English		
				BHCrisisLine	Average Talk Time (in seconds)	English		
				BHCrisisLine	Longest Wait In Queue (in seconds)	English		
				BHCrisisLine	Average Hold Time (in seconds)	English		
				BHCrisisLine	# of Blocked Calls (lines too busy to handle volume)	English		

HealthPlanName	Region	CalYear	CalQuarter	CallType	Measure	Language	Response	Comments/Notes
				Members	Total # of Calls	Spanish		
				Members	Total # of Calls Answered	Spanish		
				Members	Total # of Calls Abandoned	Spanish		
				Members	# of Calls Answered in Less than 30 Seconds	Spanish		
				Members	# of Calls Answered in Less than 2 Minutes	Spanish		
				Members	Average Speed of Answer (in seconds)	Spanish		
				Members	Average Talk Time (in seconds)	Spanish		
				Members	Longest Wait In Queue (in seconds)	Spanish		
				Members	Average Hold Time (in seconds)	Spanish		
				Members	# of Blocked Calls (lines too busy to handle volume)	Spanish		
				Members	# of calls regarding Benefits	Spanish		
				Members	# of calls regarding Billing/Claims	Spanish		
				Members	# of calls regarding Eligibility	Spanish		
				Members	# of calls regarding ID Card/Handbook	Spanish		
				Members	# of calls regarding PCP Change Request	Spanish		
				Members	# of calls regarding NEMT	Spanish		
				Members	# of calls regarding Behavioral Health	Spanish		
				Members	# of calls regarding Medical	Spanish		
				Members	# of calls regarding Dental	Spanish		
				Members	# of calls regarding Optical	Spanish		
				Members	# of calls regarding OT/PT/Speech	Spanish		
				Members	# of calls regarding Appointments	Spanish		
				Members	# of calls regarding Other Insurance (TPL)	Spanish		
				Members	# of Other Type of Member Calls	Spanish		
				Members	Total Member Calls Resolved	Spanish		
				Members	Total Member Calls Referred	Spanish		
				Members	Total Member Calls Logged as Grievance or Appeal	Spanish		
				Providers	# of calls regarding Prior Authorization	Spanish		
				Providers	# of calls regarding Benefits	Spanish		
				Providers	# of calls regarding Billing/Claims	Spanish		
				Providers	# of calls regarding Eligibility	Spanish		
				Providers	# of calls regarding Network	Spanish		
				Providers	# of Other Type of Provider Calls	Spanish		
				Providers	Total Provider Calls Resolved	Spanish		
				Providers	Total Calls Provider Referred	Spanish		
				Providers	Total Provider Calls Logged as Complaint or Appeal	Spanish		
				BHCrisisLine	Total # of Calls	Spanish		
				BHCrisisLine	Total # of Calls Answered	Spanish		
				BHCrisisLine	# of Calls Answered in Less than 30 Seconds	Spanish		
				BHCrisisLine	# of Calls Answered in Less than 2 Minutes	Spanish		
				BHCrisisLine	Average Speed of Answer (in seconds)	Spanish		
				BHCrisisLine	Average Talk Time (in seconds)	Spanish		
				BHCrisisLine	Longest Wait In Queue (in seconds)	Spanish		
				BHCrisisLine	Average Hold Time (in seconds)	Spanish		
				BHCrisisLine	# of Blocked Calls (lines too busy to handle volume)	Spanish		

HealthPlanName	Region	CalYear	CalQuarter	CallType	Measure	Language	Response	Comments/Notes
				Members	Total # of Calls	All Other		
				Members	Total # of Calls Answered	All Other		
				Members	Total # of Calls Abandoned	All Other		
				Members	# of Calls Answered in Less than 30 Seconds	All Other		
				Members	# of Calls Answered in Less than 2 Minutes	All Other		
				Members	Average Speed of Answer (in seconds)	All Other		
				Members	Average Talk Time (in seconds)	All Other		
				Members	Longest Wait In Queue (in seconds)	All Other		
				Members	Average Hold Time (in seconds)	All Other		
				Members	# of Blocked Calls (lines too busy to handle volume)	All Other		
				Members	# of calls regarding Benefits	All Other		
				Members	# of calls regarding Billing/Claims	All Other		
				Members	# of calls regarding Eligibility	All Other		
				Members	# of calls regarding ID Card/Handbook	All Other		
				Members	# of calls regarding PCP Change Request	All Other		
				Members	# of calls regarding NEMT	All Other		
				Members	# of calls regarding Behavioral Health	All Other		
				Members	# of calls regarding Medical	All Other		
				Members	# of calls regarding Dental	All Other		
				Members	# of calls regarding Optical	All Other		
				Members	# of calls regarding OT/PT/Speech	All Other		
				Members	# of calls regarding Appointments	All Other		
				Members	# of calls regarding Other Insurance (TPL)	All Other		
				Members	# of Other Type of Member Calls	All Other		
				Members	Total Member Calls Resolved	All Other		
				Members	Total Member Calls Referred	All Other		
				Members	Total Member Calls Logged as Grievance or Appeal	All Other		
				Providers	# of calls regarding Prior Authorization	All Other		
				Providers	# of calls regarding Benefits	All Other		
				Providers	# of calls regarding Billing/Claims	All Other		
				Providers	# of calls regarding Eligibility	All Other		
				Providers	# of calls regarding Network	All Other		
				Providers	# of Other Type of Provider Calls	All Other		
				Providers	Total Provider Calls Resolved	All Other		
				Providers	Total Calls Provider Referred	All Other		
				Providers	Total Provider Calls Logged as Complaint or Appeal	All Other		
				BHCrisisLine	Total # of Calls	All Other		
				BHCrisisLine	Total # of Calls Answered	All Other		
				BHCrisisLine	# of Calls Answered in Less than 30 Seconds	All Other		
				BHCrisisLine	# of Calls Answered in Less than 2 Minutes	All Other		
				BHCrisisLine	Average Speed of Answer (in seconds)	All Other		
				BHCrisisLine	Average Talk Time (in seconds)	All Other		
				BHCrisisLine	Longest Wait In Queue (in seconds)	All Other		
				BHCrisisLine	Average Hold Time (in seconds)	All Other		
				BHCrisisLine	# of Blocked Calls (lines too busy to handle volume)	All Other		

FIELD NAME	CALL TYPE	DESCRIPTION
Average Monthly Enrollment for this Quarter	Members	The average monthly health plan enrollment for the designated quarter.
Average Monthly Behavioral Health Enrollment for this Quarter	Members	The average monthly health plan enrollment for members with coverage for behavioral health services for the designated quarter.
Total # of Calls	Members	Total number of calls of all type that were received by the Call Center.
Total # of Calls Answered	Members	Total number of calls of all type that were answered by a live person.
Total # of Calls Abandoned	Members	Total number of calls where a caller hung up before a member services representative answered the call.
# of Calls Answered in Less than 30 Seconds	Members	Total number of calls of all type that were answered by a live person in less than 30 seconds.
# of Calls Answered in Less than 2 Minutes	Members	Total number of calls of all type that were answered by a live person in less than 2 minutes.
Average Speed of Answer (in seconds)	Members	The average amount of time until a call is answered by a live person, in seconds.
Average Talk Time (in seconds)	Members	The average amount of time a member services representative spent talking to the member, in seconds.
Longest Wait In Queue (in seconds)	Members	The longest amount of time a caller waited between the time they received the initial recorded message at the health plan and the time a member services representative came onto the line to talk to them, in seconds.
Average Hold Time (in seconds)	Members	The average amount of time on hold for callers placed on hold while a member services representative researched the reason for the call or transferred the member to someone else, in seconds.
# of Blocked Calls (lines too busy to handle volume)	Members	The number of calls of all type that were blocked/unanswered because the call center lines were too busy to handle the volume.
# of calls regarding Benefits	Members	Total number of phone calls (in the designated language) from members regarding their benefits. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Billing/Claims	Members	Total number of phone calls (in the designated language) from members regarding billings/claims. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Eligibility	Members	Total number of phone calls (in the designated language) from members regarding eligibility. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding ID Card/Handbook	Members	Total number of phone calls (in the designated language) from members requesting a new ID card or member handbook. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding PCP Change Request	Members	Total number of phone calls (in the designated language) from members regarding a change of primary care physician. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding NEMT	Members	Total number of phone calls (in the designated language) from members regarding NEMT (non-emergency medical transportation). Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.

FIELD NAME	CALL TYPE	DESCRIPTION
# of calls regarding Behavioral Health	Members	Total number of phone calls (in the designated language) from members regarding behavioral health services. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Medical	Members	Total number of phone calls (in the designated language) from members regarding medical services. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Dental	Members	Total number of phone calls (in the designated language) from members regarding dental services. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Optical	Members	Total number of phone calls (in the designated language) from members regarding optical services. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding OT/PT/Speech	Members	Total number of phone calls (in the designated language) from members regarding OT (occupational therapy), PT (physical therapy), or Speech Therapy services. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Appointments	Members	Total number of phone calls (in the designated language) from members regarding appointments, including issues related to finding a provider, making appointments, etc.) Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of calls regarding Other Insurance (TPL)	Members	Total number of phone calls (in the designated language) from members regarding other insurance coverage outside of the Health Plan/Medicaid. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
# of Other Type of Member Calls	Members	Total number of phone calls (in the designated language) from members regarding any other issue not already listed above. Do not include calls that are grievances or appeals - record those in the row for '# of calls Logged as Grievance or Appeal'.
Total Member Calls Resolved	Members	Total number of phone calls (in the designated language) from members which were successfully resolved by the member services representative during the initial call.
Total Member Calls Referred	Members	Total number of phone calls (in the designated language) from members where the member services representative transferred the member to another person or section, and/or advised the member that someone would be returning their call with additional information.
Total Member Calls Logged as Grievance or Appeal	Members	Total number of phone calls (in the designated language) from members where the member has ANY kind of grievance or appeal.

FIELD NAME	CALL TYPE	DESCRIPTION
# of calls regarding Prior Authorization	Providers	Total number of phone calls (in the designated language) from providers regarding prior authorizations.
# of calls regarding Benefits	Providers	Total number of phone calls (in the designated language) from providers regarding member benefits.
# of calls regarding Billing/Claims	Providers	Total number of phone calls (in the designated language) from providers regarding billing/claims.
# of calls regarding Eligibility	Providers	Total number of phone calls (in the designated language) from providers regarding member eligibility.
# of calls regarding Network	Providers	Total number of phone calls (in the designated language) from providers regarding the health plan network.
# of Other Type of Provider Calls	Providers	Total number of phone calls (in the designated language) from providers regarding any other issue not already listed above.
Total Provider Calls Resolved	Providers	Total number of phone calls (in the designated language) from providers which were successful resolved on the call.
Total Provider Calls Referred	Providers	Total number of calls (in the designated language) from providers where the call was transferred to another person or section, and/or the provider was advised that someone would be returning their call with additional information.
Total Provider Calls Logged as Complaint or Appeal	Providers	Total number of phone calls (in the designated language) from providers where the provider registered a formal complaint or appeal.
Total # of Calls	BHCrisisLine	Total number of phone calls (in the designated language) to the Behavioral Health Crisis Line.
Total # of Calls Answered	BHCrisisLine	Total number of phone calls (in the designated language) to the Behavioral Health Crisis Line.
# of Calls Answered in Less than 30 Seconds	BHCrisisLine	Total number of phone calls (in the designated language) to the Behavioral Health Crisis Line.
# of Calls Answered in Less than 2 Minutes	BHCrisisLine	Total number of phone calls (in the designated language) to the Behavioral Health Crisis Line.
Average Speed of Answer (in seconds)	BHCrisisLine	The average amount of time until a call to the Behavioral Health Crisis Line is answered, in seconds.
Average Talk Time (in seconds)	BHCrisisLine	The average amount of time spent talking to a caller to the Behavioral Health Crisis Line, in seconds.
Longest Wait In Queue (in seconds)	BHCrisisLine	The longest amount of time a caller to the Behavioral Health Crisis Line waited between the time they received the initial recorded message at the health plan and the time a member services representative came onto the line to talk to them, in
Average Hold Time (in seconds)	BHCrisisLine	The average time a caller to the Behavioral Health Crisis Line was placed on hold while a member services representative researched the reason for the call or transferred the member to someone else, in seconds.
# of Blocked Calls (lines too busy to handle volume)	BHCrisisLine	The number of calls to the Behavioral Health Crisis Line that were blocked/unanswered because the call center lines were too busy to handle the volume.