

**435 - TELEPHONE PERFORMANCE STANDARDS AND REPORTING**

EFFECTIVE DATES: 10/01/13, 01/01/14, 07/01/16, 10/01/18, 10/01/19

APPROVAL DATES: 06/06/13, 07/22/13, 12/19/13, 12/01/14, 01/11/16, 10/04/18, 06/13/19

**I. PURPOSE**

This Policy applies to ACC, DCS/CMDP (CMDP), and RBHA Contractors. This Policy establishes Contractor standards and reporting requirements regarding the Contractor's performance when handling member and provider telephone calls. This Policy does not include telephone performance requirements for Crisis Services Responses.

DES/DDD (DDD) is responsible for ensuring the Telephone Performance Standards of its Subcontracted Health Plans align with the requirements of this Policy.

**II. DEFINITIONS**

<b>AVERAGE SPEED OF ANSWER (ASOA)</b>	The average on line wait time in seconds that the member/provider waits from the moment the call is connected in the Contractor's phone switch until the call is picked up by a Contractor's representative or Interactive Voice Recognition System (IVR).
<b>DAILY FIRST CONTACT CALL RESOLUTION RATE (DFCCR)</b>	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.
<b>MONTHLY AVERAGE ABANDONMENT RATE (MAAR)</b>	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.
<b>MONTHLY AVERAGE SERVICE LEVEL (MASL)</b>	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).
<b>MONTHLY FIRST CONTACT CALL RESOLUTION RATE (MFCCR)</b>	The sum of the DFCCRs divided by the number of days in the reporting period.

### **III. POLICY**

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

The Contractor is required to track 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 more.
4. The MASL shall be 75% or more.

#### **B. TELEPHONE PERFORMANCE MEASURES REPORT**

The Contractor shall submit Attachment A, as specified in Contract, showing the Contractor's performance based on the above standards. The Report shall cover the Contractor's performance during the previous twelve months and shall include:

1. Attachment A, Worksheet A, to document the ASOA, MAAR, MFCCR, and MASL as specified in this Policy.

The Contractor shall separately document performance for calls of the following types:

- a. Member Calls, and
- b. Provider Calls.

The Contractor shall also document the number of days in a month one or more of the standards were not met by type of call.

2. Attachment A, Worksheet B, to report unanticipated telephone service interruptions for its centralized telephone lines, including the event description, dates of the occurrences, duration of the service disruption, and resolution. Telephone service interruptions may also require reporting to AHCCCS as specified in ACOM Policy 104.

#### **C. AD HOC TELEPHONE PERFORMANCE MEASURES REPORTING**

The Contractor shall submit an ad hoc Telephone Performance Measures Report within 15 days after the month of non-compliance, should the Contractor's Telephone Performance Measures not meet two or more of the following:

1. The ASOA is 55 seconds or more.
2. The MAAR is 10% or more.
3. The MFCCR is 60% or less, or
4. The MASL is 65% or less.

The Contractor will be required to continue submitting monthly reports until three consecutive months of compliance have been achieved, at which point the Contractor may submit a request to its designated Operations Compliance Officer to return to quarterly reporting.

Should AHCCCS have concerns regarding the content reported during the reporting quarter, AHCCCS may require the Contractor to begin submitting this report on a monthly basis. The Contractor may submit a request to its designated Operations Compliance Officer to return to quarterly reporting after three consecutive months of compliance have been achieved.