

435 – TELEPHONE PERFORMANCE STANDARDS AND REPORTING

EFFECTIVE DATES: 10/01/13, 01/01/14, 07/01/16, 10/01/18, 10/01/19, 10/1/25

APPROVAL DATES: 06/06/13, 07/22/13, 12/19/13, 12/01/14, 01/11/16, 10/04/18, 06/13/19,
03/14/25

I. PURPOSE

This Policy applies to ACC, ACC-RBHA and DCS CHP (CHP) 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

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in Policy.

For purposes of this Policy, the following terms are defined as:

**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 Contractor's phone switch until the call is picked up by a Contractor's representative or Interactive Voice Recognition System (IVR).

**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.

**MONTHLY AVERAGE
ABANDONMENT RATE
(MAAR)**

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.

**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).

**MONTHLY FIRST CONTACT
CALL RESOLUTION RATE
(MFCCR)**

The sum of the Daily First Contact Call Resolution Rates (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 Average Speed of Answer (ASOA) shall be 45 seconds or less.
2. The Monthly Average Abandonment Rate (MAAR) shall be 5% or less.
3. The Monthly First Contact Call Resolution (MFCCR) Rate shall be 70% or more.
4. The Monthly Average Service Level (MASL) shall be 75% or more.

B. TELEPHONE PERFORMANCE MEASURES REPORT

The Contractor shall submit Attachment A, as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables, showing the Contractor's performance based on the above standards. The Report shall cover the Contractor's performance during the previous 12 months and shall include:

1. Attachment A, Worksheet Tab 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 Tab 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 during the quarter reported. 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 using Attachment A, Worksheet A and B 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 is required to continue submitting monthly reports until three consecutive months of compliance have been achieved, at which point the Contractor shall submit a request to its designated Operations Compliance Officer (OCO) 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 OCO to return to quarterly reporting after three consecutive months of compliance have been achieved.