# Managed Care Operational Guide

# Member Call Center Reporting

Managed Care Organizations must:

* Maintain a toll-free member service call center, physically located in the United States, with dedicated staff to respond to member questions including, but not limited to, such topics as:

Explanation of MCO policies and procedures; Prior authorizations;

Access information;

Information on PCPs or specialists; Referrals to participating specialists;

Resolution of service and/or medical delivery problems; and Member grievances.

(*See Contract Section 2.13.10.1*)

* The toll-free number must be staffed between the hours of 7 a.m. and 7 p.m. Central Time, Monday through Friday, excluding state-declared holidays. (*See Contract Section 2.13.10.2*)
* The toll-free line shall have an automated system, available 24-hours a day, and seven-days a week. This automated system must include the capability of providing callers with operating instructions on what to do in case of an emergency and the option to talk directly to a nurse or other clinician or leave a message, including instructions on how to leave a message and when that message will be returned. The MCO must ensure that the voice mailbox has adequate capacity to receive all messages and that member services staff return all calls by close of business the following business day. (*See Contract Section 2.13.10.3*)
* The MCO shall have sufficient telephone lines to answer incoming calls. The MCO shall ensure sufficient staffing to meet performance standards listed in this RFP. LDH reserves the right to specify staffing ratio and/or other requirements, if performance standards are not met or it is determined that the call center staffing/processes are not sufficient to meet member needs as determined by LDH. (*See Contract Section 2.13.10.6*)
* The MCO must develop a contingency plan for hiring call center staff to address overflow calls and emails and to maintain call center access standards set forth for MCO performance. The MCO must develop and implement a plan to sustain call center performance levels in situations where there is high call/e-mail volume or low staff availability. Such situations may include, but are not limited to, increases in call volume, emergency situations (including natural disasters such as hurricanes), staff in training, staff illnesses and vacations. (*See Contract Section 2.13.10.7*)
* The MCO must develop telephone help line policies and procedures that address staffing, personnel, hours of operation, access and response standards, monitoring of calls via recording or other means, and compliance with standards and emergencies including but not limited to hurricane-related evacuations. The MCO shall submit these telephone help line policies and procedures, including performance standards, to LDH for written approval prior to implementation of any policies. This must include a capability to track and report information on each call. The MCO call center must have the capability to produce an electronic record to document a synopsis of all calls. The tracking shall include sufficient information to meet the reporting requirements. (*See Contract Section 2.13.10.8*)
* The MCO shall develop call center quality criteria and protocols to measure and monitor the accuracy of responses and phone etiquette as it relates to the toll-free telephone line. The MCO shall submit call center quality criteria and protocols to LDH for review and approval annually**.** (*See Contract Section 2.13.10.9*)

## Call Center Performance Standards (See Contract Section 2.13.14)

* + Answer ninety-five (95) percent of calls within thirty (30) seconds or direct the call to an automatic call pickup system with IVR options. (*See Contract Section 2.13.14.1.1*)
  + No more than one percent (1%) of incoming calls receive a busy signal. (*See Contract Section 2.13.14.1.2*)
  + Maintain an average hold time of three (3) minutes or less. Hold time, or wait time, for the purposes of this RFP includes 1) the time a caller spends waiting for a customer service representative to assist them after the caller has navigated the IVR system and requested a live person; and 2) the measure of time when a customer service representative places a caller on hold. (*See Contract Section 2.13.14.1.3*)
  + Maintain abandoned rate of calls of not more than five (5) percent. (*See Contract Section 2.13.14.1.4*)

# Monthly Call Center Reporting

The monthly Call Center Report shall be submitted to LDH by the 5th of the month reflecting all activity from the first day through the last day of the previous month (Report Month).

# Fields to Be Displayed on Reports

## MCE ID, MCE Name, MCE Contact:

Provide the complete name, title, address, telephone number and email address of the individual designated by the MCE

## Report period:

First day of reporting month Report period End Date: Last day of reporting month

## Performance Indicator Summary Definitions:

Did performance indicators meet or exceed this month’s requirements (Y/N):

# of month’s performance indicator not met this calendar year:

# of days target not met this month: (FYI only):

## Monthly Summary Definitions:

* Reporting Period (yyyy/mm): Year and Month of current reporting month
* Total Incoming Calls: Total number of incoming calls received
* % of Calls Answered: Total number of calls answered by a live operator or IVR system divided by Total Incoming Calls
* % Answered within 30 seconds: Total number of calls answered by a live operator or IVR system within 30 seconds divided by Total Incoming Calls
* % Choosing IVR Assistance: Total # of IVR assisted calls divided by total incoming calls. If all calls are answered by an IVR system, this would include only those calls that did not choose to speak to a live person.
* # Choosing to speak to live Person: Total number of callers that choose to speak directly to person
* % Choosing to speak to live Person: Total number of callers requesting live person divided by total of incoming calls
* Person choosing to speak to a live person:
  + Average Hold Time: Hold time in minutes: seconds format
  + Average Call Length: Duration of call speaking with a person in minute: seconds format
  + % Calls Abandoned: Total number of calls abandoned divided by total incoming calls

## Definitions:

Abandoned: Calls terminated prior to speaking to live person

Call length: Duration of call time from connection of call to disconnection Hold time: Duration of time caller held before connected to live person