



4XX – Telephone Performance Standards Measurement and Reporting

Effective Date: 10/01/2013

Revision Date:

Staff responsible for policy: DHCM Operations

I. Purpose

To establish a Contractor reporting requirement and format regarding the Contractor's telephonic performance measures for member and provider telephone calls to the Contractor. This requirement applies to AHCCCS Acute Care, CRS and Comprehensive Medical and Dental Program (CMDP) Contractors only.

II. Definitions

ASOA Average Speed of Answer is 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).

DFCCR Daily First Contact Call Resolution Rate, 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.

MAAR Monthly Average Abandonment Rate. This is determined by the number of calls abandoned in a 24-hour period, summed for each day of the month and then divided by the number of days in the monthly reporting period.

MASL Monthly Average Service Level is 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).

MFCCR Monthly First Contact Call Resolution Rate is the sum of the Daily FCCRs divided by the number of days in the reporting period.



III. Policy

A. General Requirement

The Contractor is required to meet the following Telephone Performance Standards for member and provider calls:

- a. The ASOA must be 45 seconds or less
- b. The MAAR must be 5 percent or less
- c. The MFCCR must be 70 percent or better, and
- d. The MASL must be 75 percent or better.

B. Quarterly Reporting

On the 15th of each month following the reporting quarter (or the first business day following the 15th if it appears on a weekend or State Holiday) Contractors must submit the quarterly Telephone Performance Measures Report (Report) to the Contractor's assigned Operations and Compliance Officer in the Acute Care Operations Unit of the Division of Health Care Management. The Report will cover the Contractor's performance during the previous quarter and an additional prior 9 month period. For example on April 15th, the Contractor will report member and provider telephone performance for January through March and the prior 9 months.

The Report will use the table "Telephone Performance Measures Template" outlined below to document the ASOA, MAAR, MFCCR, and MASL as described in this policy. The Contractor must separately document performance for calls of the following types:

- a. Member Calls
- b. Provider Calls

In addition, the Contractor will document the number of days in a month one or more of the standards were not met by type of call. If a current month's number of days where the standard was not met was more than two standard deviations greater than the average of the previous 9 months, the Contractor must provide an explanation of why the increase occurred, and summarize the steps it is taking to reduce the non-compliant calls.

The Contractor must also include in the Report the "Centralized Telephone Line Down Time Template" described below to report the down time for its centralized telephone lines, the dates of the occurrences, and the length of time they were out of service.



C. Telephone Performance Measures Template

See Attachment A, Telephone Performance Measures Template and Centralized Telephone Line Down Time Template.

NOTE: The Contractor must complete a separate template for each month of the quarter.

IV. References

- Acute Care Contract, Section D
- CRS, Section D, Telephone Performance Standards
- CMDP, Section D, Telephone Performance Standards

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Attachment A: Telephone Performance Measures Template

Contractor:

h) Reporting Period:

Calls from (Identify Member or Provider):

	Performance Metric	f) M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	g) Current M/Y
Member Calls	a) ASOA - (45 seconds or less)												
	b) MAAR – (5% or less)												
	c) MFCCR – (70% or more)												
	d) MASL – (75% or more)												
	e) # Days any standard not met												

	Performance Metric	f) M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	g) Current M/Y
Provider Calls	a) ASOA - (45 seconds or less)												
	b) MAAR – (5% or less)												
	c) MFCCR – (70% or more)												
	d) MASL – (75% or more)												
	e) # Days any standard not met												



- a) The ASOA, reported in seconds.
- b) The MAAR, reported in percentage calls abandoned.
- c) The MFCCR, reported in percent of calls resolved.
- d) The MASL, in percent. Note: Do **not** use the average daily service levels divided by the days in the reporting period.
- e) The number of days the standard was not met for one or more of the measures, reported in days
- f) Month and year reported, in the format MM/YY
- g) The current month being reported, in the format MM/YY
- h) 'Reporting Period' is the same month as the current month being reported, as opposed to the month the Report is submitted.

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Centralized Telephone Line Down Time Template

Contractor:

d) Reporting Period:

a) Event Description	b) Date	c) Duration

- a) A text description of the reason for the down time.
- b) The date the down time started, in the format HH:MM
- c) The duration of the down time in hours and minutes, in the format HH:MM
- d) 'Reporting Period' is the same month as the current month being reported, as opposed to the month the Report is submitted.

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