

**Addiction and Prevention Services
State Quality Committee**

Final

AGGREGATE ANALYSIS REPORT

Reporting Period

FROM: July 1, 2010 **TO:** June 30, 2011
Conclusion includes annual summary for FY2011

Unit/Team/Department:

PIHP Quality Improvement

Topic/Project:

Call Volume, Timeliness and Abandonment
Customer Service Report (VO # 31, Grid Row 1)

Monitoring Standard:

42 CFR 438.240 Quality Assessment and Performance Improvement Program
42 CFR 458.206 (c) (1) Furnishing of Services and Timely Access

Goal:

The PIHP will track and report quarterly to SRS/AAPS all incoming calls to the Customer Service call center in a given quarter including call volume, timeliness and abandonment.

Objectives:

To assure the documentation is capturing information and response to incoming calls to the Customer Service call center
To evaluate for trends that may require system intervention or education
To allow data to be presented consistently for Committee evaluation and response

Data Collection Activities:

Data was collected from ValueOptions Customer Service call center ACD-Avaya report and ValueOptions Service Connect. Customer Service call stats reporting will provide information on total calls received, calls abandoned within 30 seconds, % abandoned within 30 seconds, average talk time, average speed of answer in seconds, and % answered within 30 seconds.

Note: In January 2010, ValueOptions relocated their customer service center from Texas to New York for all clinical customer service calls. The ValueOptions claims customer service center did not relocate.

Results: See next page

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Standards Summary:

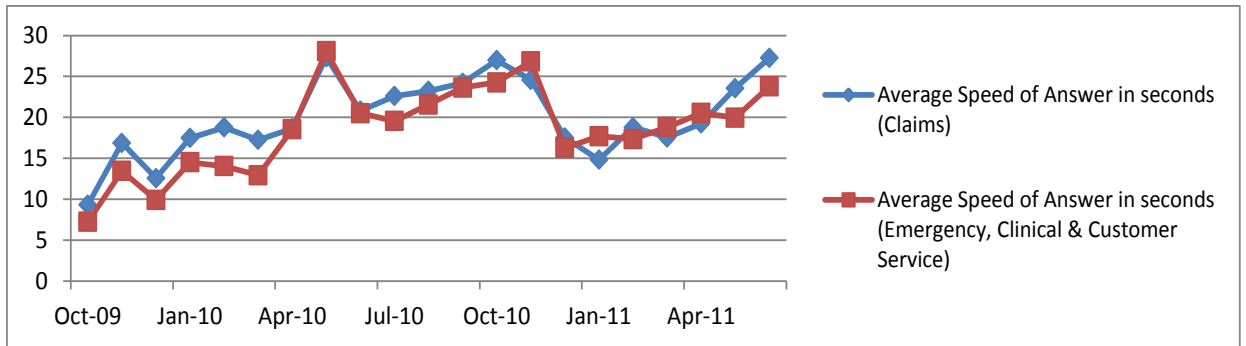
	Avg. Speed of Answer (ASA) shall be no longer than 30 seconds	Call Abandonment Rate shall not exceed 5%	No caller should experience a busy signal
FY2008	All standards met	All standards met	All standards met
FY2009	All standards met	All standards met	All standards met
FY2010	All standards met	All standards met	All standards met
FY2011	All standards met	All standards met	All standards met

Conclusions:

Annual Summary FY2011 (7/1/10-6/30/11)

- For FY2008 - FY2011, all standards were met each month.
- For FY2011, 45% of all customer service calls were claims related (11,864 total), and 55% of all calls were clinical (14,438).
- For FY2008 - FY2010 claims related calls increased each fiscal year, and then decreased in FY2011 (FY2008 = 2,925 FY2009 = 10,850 FY2010 = 12,459 FY2011 = 11,864). In the FY2009 aggregate analysis, it was noted that the increase in claims related calls may be due to VO's efforts to transition the Provider Relations representatives away from providing billing assistance that can be better handled through claims customer service.
- For FY2008 – FY2010, emergency/clinical calls decreased each fiscal year, then increased slightly in FY2011. (FY2008 = 20,758 FY2009 = 16,180 FY2010 = 14,215 FY2011 = 14,438)
- Total customer service calls fluctuated from FY2008 to FY2011. (FY2008 = 23,683 FY2009 = 27,030 FY2010 = 26,674 FY2011 = 26,302)
- In January 2010, ValueOptions relocated their customer service center from Texas to New York for all clinical customer service calls. The claims customer service center did not relocate. The average speed of answer remains under the 30 second standard as it has for the duration of the ValueOptions contract, but had increased since Q1 2010 as noted by the Independent Assessment. An Average Speed of Answer graph and table were created by the State and shown below for trending and monitoring purposes (graph is directly below and table is shown in Appendix A):

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***Standard = Average Speed of Answer (ASA) shall be no longer than 30 seconds**

Preliminary Recommendations to Committee:

- It is recommended to the Committee that data trending continue.
- Approval by the Committee is requested to post this aggregate analysis on the ValueOptions website for public access.

Date Presented to SQC: 5/18/2012

BY: Cissy McKinzie

Recommendations from the Committee for action: Committee approves of the Preliminary Recommendations as shown above.

Person Responsible to follow-up and date due: Kim Brown 8/10/12

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Appendix:

FY2008	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
July 2007	150	1548	1698
August 2007	223	2418	2641
September 2007	242	2104	2346
October 2007	295	2098	2393
November 2007	168	1747	1915
December 2007	274	1642	1916
January 2008	281	1733	2014
February 2008	249	1842	2091
March 2008	283	1474	1757
April 2008	264	1552	1816
May 2008	236	1328	1564
June 2008	260	1272	1532
Fiscal Year Total	2,925	20,758	23,683
Fiscal Year Average Per Month	244	1,730	1,974

FY2009	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
July 2008	483	1729	2212
August 2008	698	1515	2213
September 2008	786	1446	2232
October 2008	816	1355	2171
November 2008	661	1041	1702
December 2008	743	1319	2062
January 2009	1061	1263	2324
February 2009	1089	1242	2331
March 2009	1144	1296	2440
April 2009	1234	1430	2664
May 2009	948	1110	2058
June 2009	1187	1434	2621
Fiscal Year Total	10,850	16,180	27,030
Fiscal Year Average Per Month	904	1,348	2,253

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FY2010	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
July 2009	1,159	1,379	2,538
August 2009	1,034	1,256	2,290
September 2009	1,135	1,376	2,511
October 2009	1,196	1,427	2,623
November 2009	954	1,175	2,129
December 2009	1,107	1,360	2,467
January 2010	946	1,144	2,090
February 2010	897	1,086	1,983
March 2010	1,024	1,301	2,325
April 2010	957	874	1,831
May 2010	960	867	1,827
June 2010	1,090	970	2,060
Fiscal Year Total	12,459	14,215	26,674
Fiscal Year Average Per Month	1,038	1,185	2,223

FY2011	Total Claims Customer Service Calls	Total Emergency, Clinical Customer Service Calls	Total Customer Service Calls
July 2010	1032	1311	2343
August 2010	1188	1455	2643
September 2010	1041	1247	2288
October 2010	1036	1256	2292
November 2010	1010	1190	2200
December 2010	940	1150	2090
January 2011	970	1126	2096
February 2011	736	868	1604
March 2011	1016	1288	2304
April 2011	952	1145	2097
May 2011	916	1133	2049
June 2011	1027	1269	2296
Fiscal Year Total	11,864	14,438	26,302
Fiscal Year Average Per Month	989	1,203	2,192

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Avg. Speed of Answer (ASA) shall be no longer than 30 seconds	Average Speed of Answer in seconds (Claims)	Average Speed of Answer in seconds (Emergency, Clinical & Customer Service)
October 2009	9.33	7.24
November 2009	16.87	13.46
December 2009	12.57	9.91
January 2010	17.48	14.51
February 2010	18.77	14.05
March 2010	17.25	12.92
April 2010	18.66	18.53
May 2010	27.36	28.07
June 2010	20.81	20.52
July 2010	22.61	19.56
August 2010	23.22	21.56
September 2010	24.21	23.64
October 2010	26.99	24.26
November 2010	24.58	26.83
December 2010	17.54	16.28
January 2011	14.82	17.70
February 2011	18.80	17.35
March 2011	17.55	18.81
April 2011	19.24	20.53
May 2011	23.57	19.97
June 2011	27.25	23.78