

**Addiction and Prevention Services
State Quality Committee**

The following phone statistics represent calls received at the ValueOptions 1-866-645-8216 toll free number.

Final

AGGREGATE ANALYSIS REPORT

Reporting Period

FROM: April 1, 2008 **TO:** June 30, 2008
Conclusion includes annual summary for FY2008

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, and % answered within 30 seconds.

Results: See next page

Addiction and Prevention Services State Quality Committee

Avaya Customer Service Center (Clinical):



Kansas Call Center Phone Statistics Emergency, Clinical and Customer Service

Date Range 04/01/2008 to 06/30/2008

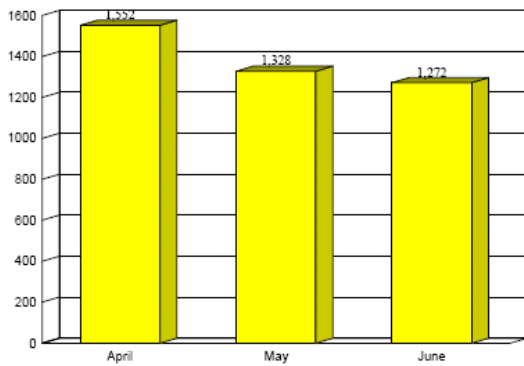
Report Description/Data Source

This report shows by month the handling of inbound phone calls to the KS Customer Service center. This report's data is taken directly from VO phone system and is based on a monthly date range.
* please see footnote

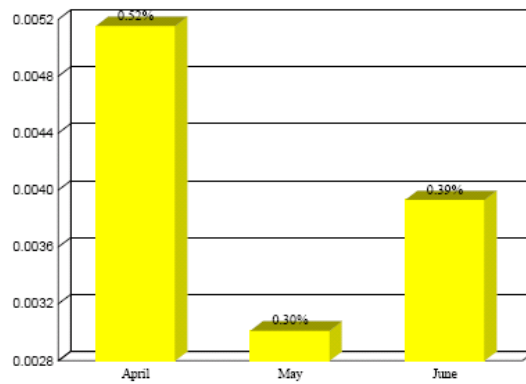
Customer Service (CS)

	Total Calls	Calls Abandoned > 30 sec.	% Abandoned > 30 sec.	Average Talk Time (sec.)	Average Speed of Answer in seconds	% Answered 0 - 30 sec.
April	1552	8	0.52%	209.48	12.20	91.17
May	1328	4	0.30%	216.06	4.67	95.15
June	1272	5	0.39%	211.78	5.21	94.20

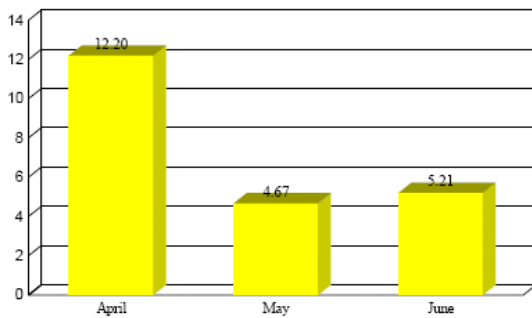
Total CS Calls Received



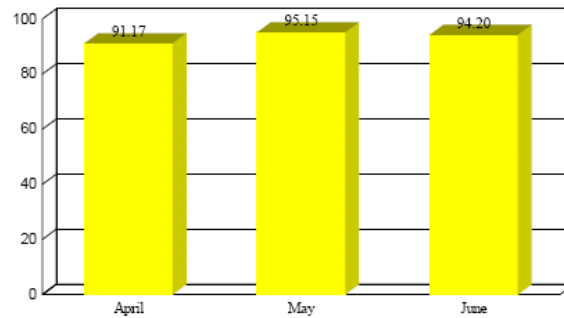
Abandonment Rate > 30 seconds



Average speed of Answer in Seconds



% of Calls Answered within 30 seconds



Addiction and Prevention Services State Quality Committee

Latham Customer Service Center (Claims):



Kansas Call Center Phone Statistics Claims Customer Service

Date Range 04/01/2008 to 06/30/2008

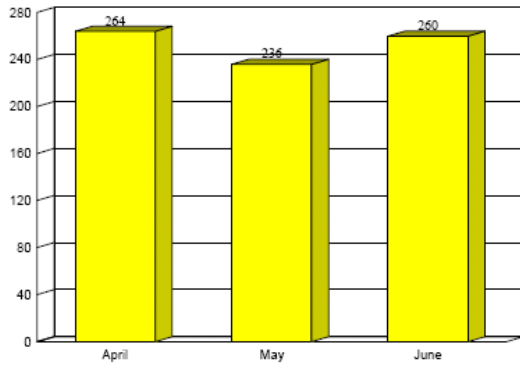
Report Description/Data Source

This report shows by month the handling of inbound phone calls to the KS Customer Service center at Latham. This report's data is taken directly from VO phone system and is based on a month by date range.
* please see footnote

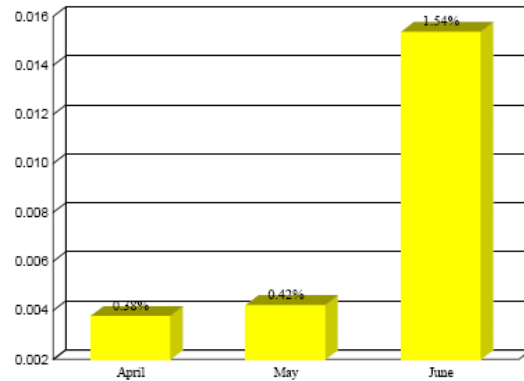
Customer Service (CS)

	Total Calls	Calls Abandoned > 30 sec.	% Abandoned > 30 sec.	Average Talk Time (sec.)	Average Speed of Answer in seconds	% Answered 0 - 30 sec.
April	264	1	0.38%	300.99	15.40	79.62
May	236	1	0.42%	281.78	16.70	75.76
June	260	4	1.54%	287.25	27.42	64.96

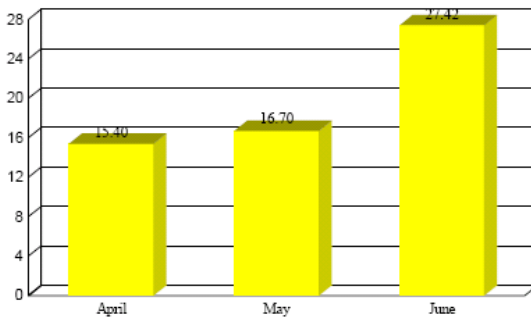
Total CS Calls Received



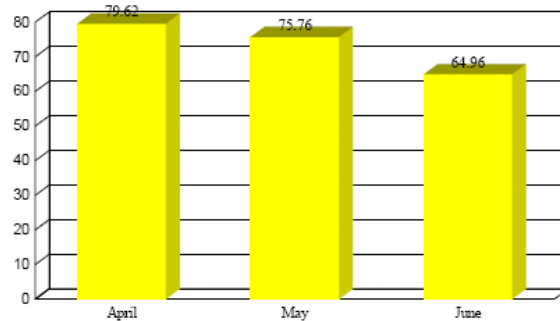
Abandonment Rate > 30 seconds



Average speed of Answer in Seconds



% of Calls Answered within 30 seconds



No call rang busy during this time period

Report # 30414.2.r1

**Addiction and Prevention Services
State Quality Committee**

Standards Summary:

Month	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
July 2007	Standard met	Standard met	Standard met
August 2007	Standard met	Standard met	Standard met
September 2007	Standard met	Standard met	Standard met
October 2007	Standard met	Standard met	Standard met
November 2007	Standard met	Standard met	Standard met
December 2007	Standard met	Standard met	Standard met
January 2008	Standard met	Standard met	Standard met
February 2008	Standard met	Standard met	Standard met
March 2008	Standard met	Standard met	Standard met
April 2008	Standard met	Standard met	Standard met
May 2008	Standard met	Standard met	Standard met
June 2008	Standard met	Standard met	Standard met

Conclusions:

For fourth quarter, of the 4,912 total calls received, 760 calls or 15.47% were claims and 4,152 calls or 84.53% were clinical.

Annual Summary (7/1/07-6/30/08)

- For FY2008, total calls and clinical calls volume decreased each quarter.
- First quarter there were 6,685 total calls received (6,070 clinical and 615 claims)
- Second quarter 6,224 total calls were received (5,487 clinical and 737 claims)
- Third quarter 5,862 total calls were received (5,049 clinical and 813 claims)
- Fourth quarter 4,912 total calls were received (4,152 clinical and 760 claims)
- Claims calls increased each quarter except for the fourth quarter which decreased in volume.

The standards from the contract are: 1) The average speed of answer (ASA) shall be no longer than 30 seconds 2) The call abandonment rates shall not exceed 5% and 3) No caller shall experience a busy signal. For this quarter, the standards were all met each month. For FY2008, the standards were also met each month.

Preliminary Recommendations to Committee:

It is recommended to the Committee that data trending continue. **It is also recommended by the Committee that this aggregate analysis be shared at the SRS Regional QI meeting and posted on the ValueOptions website for public access.**

**Addiction and Prevention Services
State Quality Committee**

Date Presented to SQC: 8/26/2008

BY: Kim Brown

Recommendations from the Committee for action: Recommendation and changes made by the SQC to the preliminary recommendations are noted above in **bold**.

Person Responsible to follow-up and date due: Kim Brown 11/6/08