

Office of Medicaid Policy and Planning
Non-Emergency Medical Transportation Reports

MCE Name: Southeastrans
Version: 2.0
Report Name: Member Call Center Performance
Report Code: MO-MCC1
Submission Date: 01/30/2020
Code Citation: IC 12-15-30.5-4 (a)(3)(B)

Experience Period >> 12/01/19-12/31/19

Item No.	Data Description	Data Entry
1	Number of Calls Received	55269
2	Number of Calls Reaching the Call Center Menu within Three (3) Rings or Fewer	55269
3	Percent of Calls to Reach Call Center Menu Within Three Rings or Fewer	100.00%
4	Monthly Average Speed to Answer Calls	39
5	Total Number of calls Abandoned	2319
6	Percent of Calls Abandoned	4.20%
7	Number of Calls Received After Hours	107
8	Number of After Hours Calls Attempted to Return within the Next Business Day	107
9	Percent of After Hours Calls Returned (attempted) Within the Next Business Day	100.00%
10	Number of Member Calls Resolved during the Initial Call	52950
11	Percent of Member Calls Resolved During the Initial Call	95.80%
12	Number of Emergency Requests Received	0
13	Number of Emergency Requests Directed to 911 or Appropriate Local Emergency (ambulance Service)	0
14	Percent of Emergency Requests Directed to 911 or Appropriate Local Emergency (ambulance) Services	0.00%
15	Number of Calls Receiving a Busy Signal	0
16	Call Center Busy Rate	0.00%
	Mark an 'X' if updated from previous report version	
Comments (as needed):		

Note: Data reflects call center performance for the reporting month.