

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:** 11/29/2019  
**Code Citation:** IC 12-15-30.5-4 (a)(3)(B)

Experience Period >> 10/01/19-10/31/19

Item No.	Data Description	Data Entry
1	Number of Calls Received	54362
2	Number of Calls Reaching the Call Center Menu within Three (3) Rings or Fewer	54362
3	Percent of Calls to Reach Call Center Menu Within Three Rings or Fewer	100.00%
4	Monthly Average Speed to Answer Calls	41
5	Total Number of calls Abandoned	2561
6	Percent of Calls Abandoned	4.71%
7	Number of Calls Received After Hours	165
8	Number of After Hours Calls Attempted to Return within the Next Business Day	165
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	54362
11	Percent of Member Calls Resolved During the Initial Call	100.00%
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	#DIV/0!
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	
<b>Comments (as needed):</b>		

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