

C&S Consumer Services - Member Call Driver Reporting

Contact Rate Summary

Call Driver Summary

CallMix CR by Healthplan

Monthly CallMix CR by HP

Refresh Filters

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Print Page

Month

19-Mar

19-Apr

19-May

Type

Dual

LTC

Medicaid

State

New Jersey

New Mexico

New York

North Car...

Ohio

Oklahoma

Pennsylva...

Tennessee

Texas

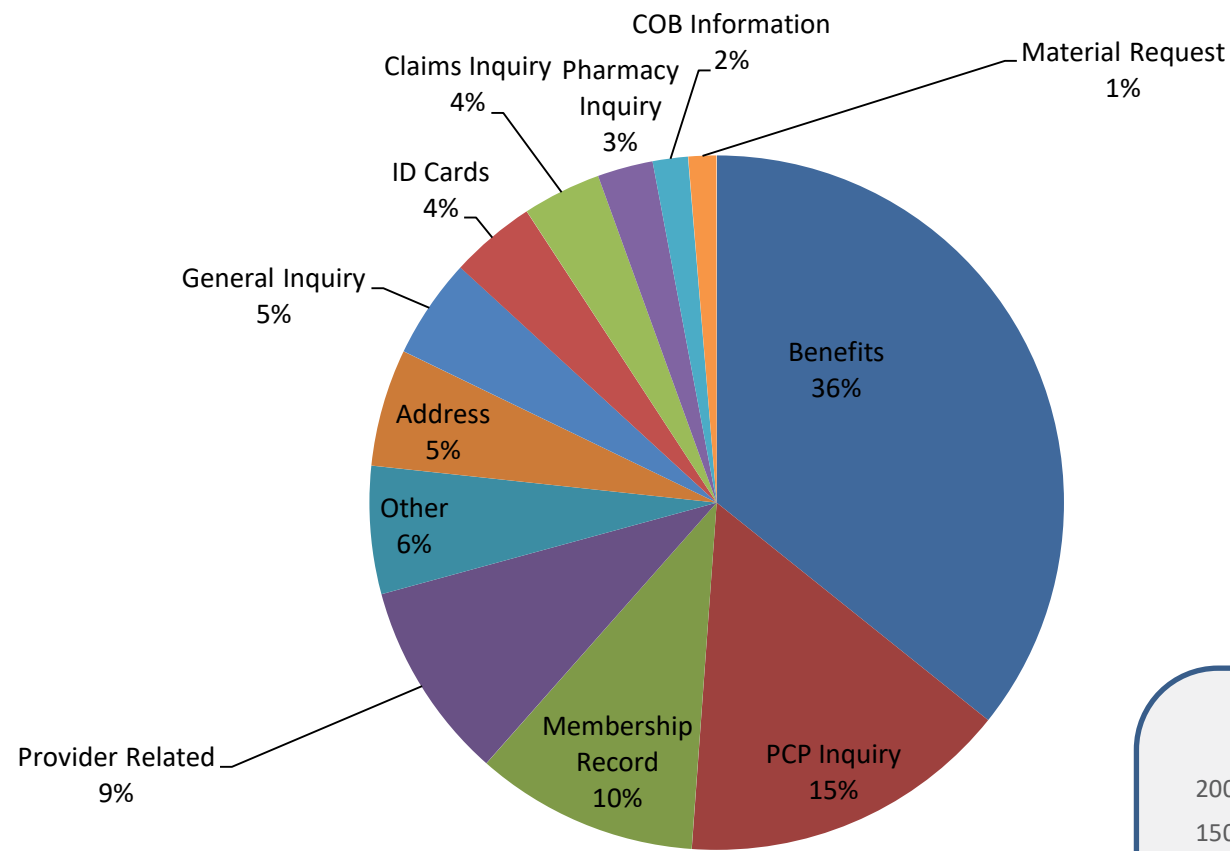
Virginia

Washington

Wisconsin

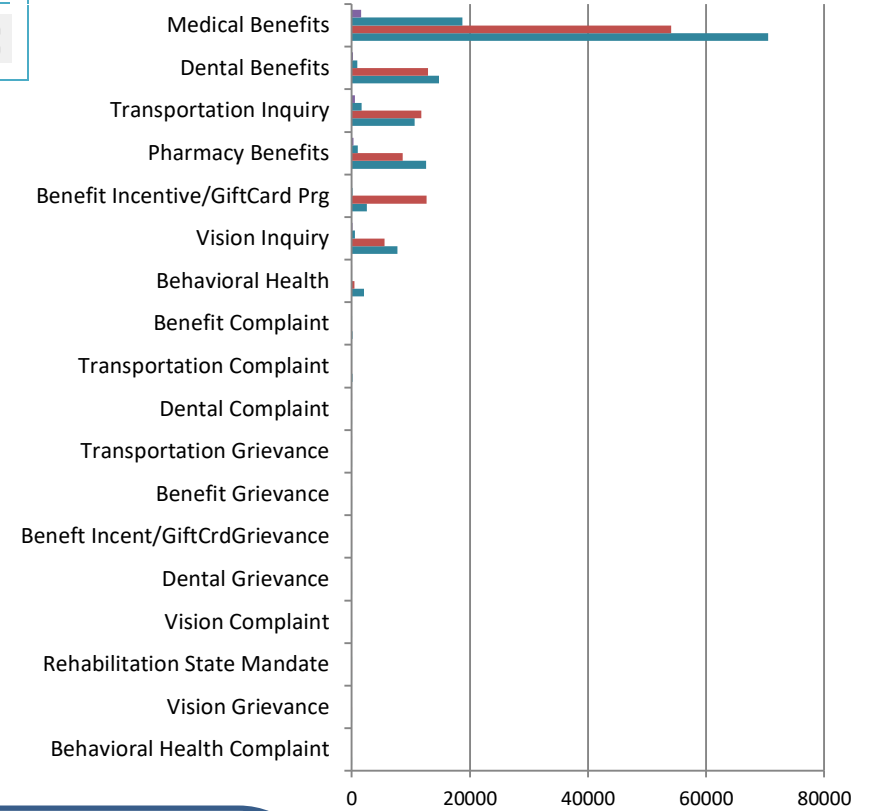
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Top Call Drivers

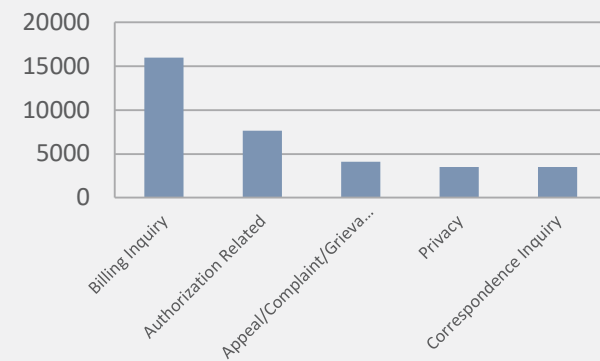


Subject Drilldown

Benefits



Other Category Top 5 Subjects



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Monthly Contact Rate by Top Call Categories

Month

19-Feb

19-Mar

19-Apr

19-May

Type

Dual

LTC

Medicaid

MMP

Row Labels	Benefits	PCP Inquiry	Membersh ip Record	Provider Related	General Inquiry	Address	Claims Inquiry	ID Cards	Material Request	Pharmacy Inquiry	Other
Arizona	31	15	9	7	4	8	3	3	1	2	5
California	38	37	6	11	8	14	2	11	1	2	21
Delaware	212	46	45	79	18	14	27	19	12	12	15
Florida	91	39	15	30	5	12	14	7	5	8	9
Hawaii	26	20	8	4	3	6	4	4	1	3	8
Iowa	19	3	7	1	3	2	2	2	0	1	5
Kansas	25	6	12	5	4	4	4	3	1	2	8
Kentucky	286	56	81	210	24	24	34	29	25	34	62
Louisiana	24	15	13	8	3	8	2	5	1	3	5
Maryland	31	20	13	15	2	6	3	6	1	4	6
Massachusetts	111	20	16	16	12	8	7	4	6	9	16
Michigan	22	20	14	7	3	8	2	4	1	2	4
Mississippi	15	5	6	5	2	3	2	2	1	2	3
Missouri	21	10	11	8	10	7	4	6	2	1	3
Nebraska	22	13	6	3	3	3	4	3	1	3	6
New Jersey	42	26	12	12	6	8	6	7	1	2	7
New Mexico	105	12	19	12	6	8	15	5	3	5	11
New York	61	36	21	13	5	9	7	6	2	3	25
North Carolina	245	17	22	21	7	10	19	10	9	13	9
Ohio	44	4	14	16	3	4	2	7	2	8	8
Oklahoma	231	60	34	45	17	17	25	18	14	10	15
Pennsylvania	35	21	23	21	8	6	4	6	2	6	21
Tennessee	24	12	8	9	13	5	3	5	1	1	6
Texas	89	23	10	16	11	9	3	4	2	3	7
Virginia	78	19	15	29	6	8	9	7	3	8	12
Washington	46	23	11	6	3	7	5	5	2	2	7
Wisconsin	142	19	26	39	16	12	16	7	6	11	20
Grand Total	44	19	13	12	6	7	5	5	2	3	9

Subject Drilldown

Benefits

If more than one Subject is selected, the # Members will be incorrect, so only Subject in Blue is displayed

Row Labels	#Calls	# Mbrs
Arizona	13,638	444,896
California	401	10,443
Delaware	479	2,263
Florida	29,313	323,631
Hawaii	1,681	64,738
Iowa	7,797	415,461
Kansas	3,548	143,085
Louisiana	9,799	406,697
Maryland	4,554	147,336
Massachusetts	2,271	20,421
Michigan	5,390	249,878
Mississippi	3,077	205,644
Missouri	3,469	165,014
Nebraska	1,925	87,511
New Jersey	20,198	477,492
New Mexico	2,331	22,302
New York	44,891	730,121
North Carolina	6,397	26,116
Ohio	14,785	333,180
Oklahoma	1,173	5,072
Pennsylvania	9,729	274,903
Tennessee	11,486	484,903
Texas	35,710	403,440
Virginia	8,928	113,907
Washington	9,968	216,551
Wisconsin	2,821	19,881

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State

- Delaware
- Florida
- Hawaii
- Iowa

Type

- Dual
- LTC
- Medicaid
- MMP

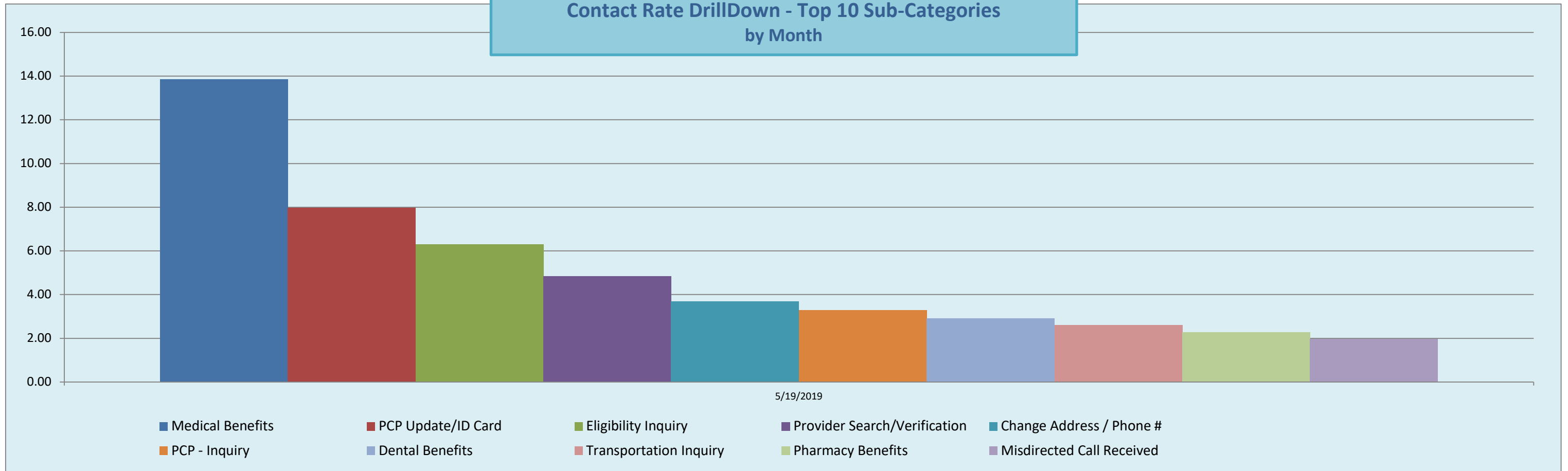
Subject

- Appeal/Complaint/Griev...
- Authorization Related
- Benefits
- Billing Inquiry

Month

18-Jul	18-Aug	18-Sep
18-Oct	18-Nov	18-Dec
19-Jan	19-Feb	19-Mar
19-Apr	19-May	(blank)

Contact Rate DrillDown - Top 10 Sub-Categories by Month



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Subject

- PDL Change
- Pharmacy Inquiry
- Privacy
- Provider Related

Type

- Dual
- LTC
- Medicaid
- MMP

Month

18-Jul	18-Aug	18-Sep
18-Oct	18-Nov	18-Dec
19-Jan	19-Feb	19-Mar
19-Apr	19-May	(blank)

Subject Sub-Categories

- Accumulator Inquiry
- Adjustment Request
- Adjustment Request Complaint
- Adjustment Request Status
- Appeal
- Appeal Dispute/Grievance
- Appeal Dispute/Inquiry
- Auth Complaint/Grievance
- Auth Denial
- Auth Status
- Auth Status/Inquiry
- Balance Billing Inquiry
- Behavioral Health
- Balance Bill Complaint/Griev
- Behavioral Health Complaint

Contact Volume DrillDown - Top 5 Health Plans by Top 10 Subject/Sub-Category

