

EIP Monthly CST One Care Activity Report — through July 25, 2014

The MassHealth Customer Service Team (CST) receives calls requesting information about and enrollment in One Care. Data about calls from English and Spanish speakers are shown below.

CST experienced a tremendous increase in call volume related to communications emergencies in other MassHealth programs in late December 2013 and early January 2014. Around the same time, CST was affected by weather-related and holiday closures.

CST has also experienced unusually high call volumes related to other MassHealth programs that were implemented as of January 1, 2014. This activity has affected overall customer service resources, including for callers seeking One Care support.

The data below show significant improvement since March for percentage of calls answered and wait times for calls in English to CST. MassHealth will continue to monitor these metrics, and expects to see continued improvement as call volume to CST associated with other programs related to federal health reform implementation gradually stabilizes.

Figure 1. Monthly call data (English)

Month	Calls Recv'd.	% of Calls Answered	Avg.Speed to Answer (min:sec)	Avg.Call Length (min:sec)
2013				
October	9,267	98%	0:42	6:11
November	10,265	98%	0:33	6:04
December	9,041	85%	2:26	6:21
2014				
January	11,228	64%	6:05	7:14
February	5,999	83%	3:44	7:10
March	6,788	78%	4:23	7:19
April	6,079	81%	4:24	7:07
May	6,126	93%	1:45	5:49
June	4,394	97%	0:47	6:11
July	3,993	95%	0:55	5:37

Figure 2. Monthly call volume (English)

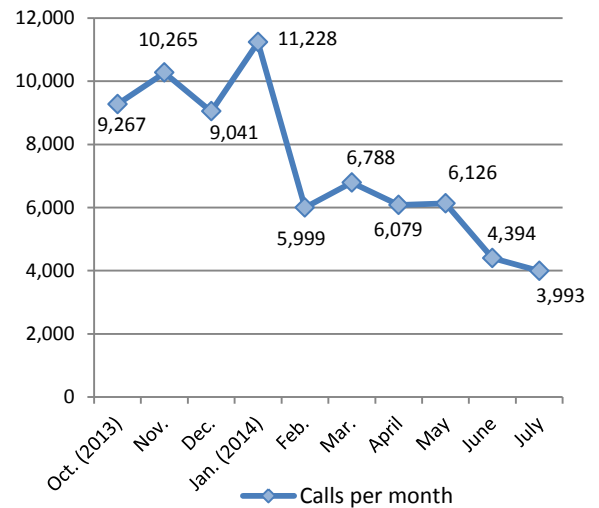


Figure 3. Monthly call data (Spanish)

Month	Calls Recv'd.	% of Calls Answered	Avg.Speed to Answer (min:sec)	Avg.Call Length (min:sec)
2013				
October	145	97%	1:03	7:43
November	124	95%	1:42	6:31
December	112	95%	1:46	6:45
2014				
January	130	98%	2:07	7:07
February	114	96%	1:40	8:28
March	92	96%	2:07	8:10
April	283	96%	3:01	7:21
May	267	96%	2:11	8:15
June	177	95%	2:13	7:54
July	215	93%	2:03	7:12

Figure 4. Monthly call volume (Spanish)

