

EIP Monthly CST One Care Activity Report — through March 21, 2014

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

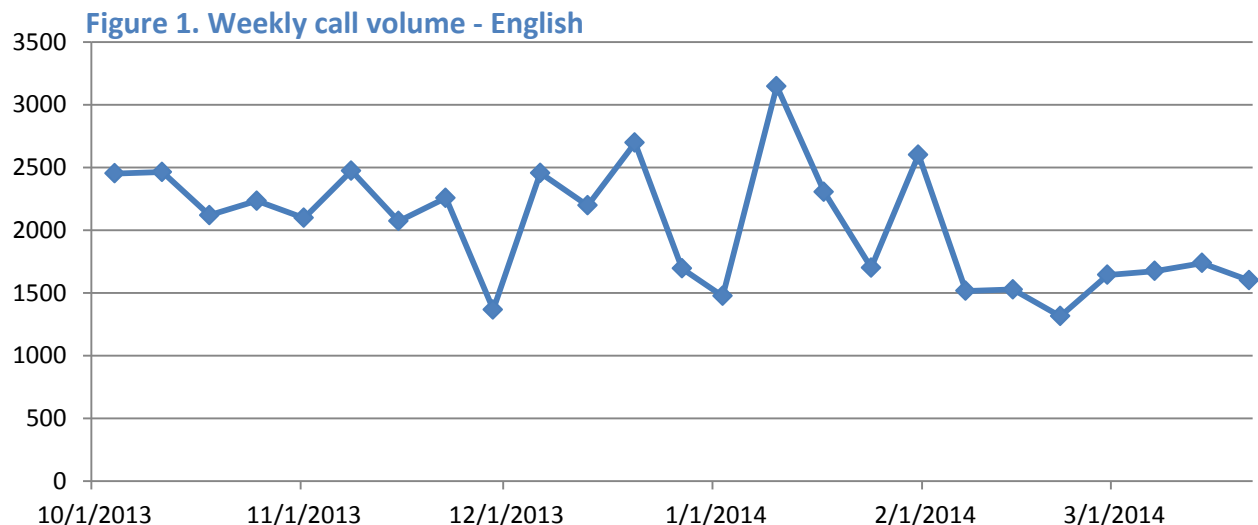
English

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 around One Care support.

MassHealth continues to monitor the percentage of calls answered, wait times, and as other data from CST, and expects these metrics continue to improve as call volume to CST around other programs related to federal health reform implementation gradually stabilizes.

Week Ending:	English Calls Recv'd.	% of Calls Answered	Avg.Speed to Answer	Avg.Call Length
Mar. 2014				
03/21/2014	1,600	79%	4:04	6:59
03/14/2014	1,737	75%	4:54	7:38
03/07/2014	1,674	78%	4:36	7:34
Feb. 2014				
02/28/2014	1,643	83%	4:13	7:05
02/21/2014	1,314	79%	4:03	6:51
02/14/2014	1,527	87%	2:53	7:09
02/07/2014	1,515	81%	3:48	7:34
Jan. 2014				
01/31/2014	2,601	78%	4:40	6:50
01/24/2014	1,700	72%	5:26	7:33
01/17/2014	2,305	77%	4:36	7:02
01/10/2014	3,147	42%	8:44	7:17
01/02/2014	1,475	60%	6:57	7:28
Dec. 2013				
12/27/2013	1,694	74%	3:10	6:31
12/20/2013	2,696	70%	5:02	6:45
12/13/2013	2,196	97%	0:53	6:04
12/06/2013	2,455	98%	0:39	6:02
Nov. 2013				
11/29/2013	1,366	99%	0:18	6:02
11/22/2013	2,257	98%	0:26	6:15
11/15/2013	2,071	98%	0:44	6:10
11/08/2013	2,474	97%	0:58	6:02
11/01/2013	2,097	98%	0:20	5:53
Oct. 2013				
10/25/2013	2,233	99%	0:30	5:45
10/18/2013	2,119	98%	1:03	6:20
10/11/2013	2,463	98%	0:36	6:08
10/04/2013	2,452	94%	0:39	6:31



Spanish

Week Ending:	Spanish Calls Received	% of Calls Answered	Average Speed to Answer	Average Call Length
March				
03/21/2014	15	100%	1:49	8:36
03/14/2014	18	94%	1:16	7:52
03/07/2014	34	94%	2:38	7:42
February				
02/28/2014	34	97%	1:58	9:04
02/21/2014	22	91%	1:33	8:34
02/14/2014	21	95%	1:24	8:53
02/07/2014	37	100%	1:45	7:22
January				
01/31/2014	54	98%	1:50	5:45
01/24/2014	24	96%	2:22	6:10
01/17/2014	22	100%	1:57	7:43
01/10/2014	19	95%	2:07	9:12
01/02/2014	11	100%	2:15	6:44
December				
12/27/2013	16	88%	1:45	6:43
12/20/2013	13	100%	2:23	6:40
12/13/2013	38	89%	2:07	5:58
12/06/2013	45	100%	0:50	7:37
November				
11/29/2013	18	100%	1:28	4:29
11/22/2013	22	95%	1:00	7:49
11/15/2013	31	100%	1:14	6:23
11/08/2013	38	87%	2:23	6:06
11/01/2013	21	100%	0:44	7:46
October				
10/25/2013	33	97%	0:46	7:11
10/18/2013	29	100%	1:02	7:36
10/11/2013	41	95%	1:27	7:18
10/04/2013	42	98%	0:58	8:48

Figure 2. Weekly Call Volume - Spanish

