

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

MCE Name: Southeastrans
Version: 2020.01
Report Name: Member Call Center Performance
Report Code: MO-MCC1
Code Citation: IC 12-15-30.5-4 (a)(3)(B)

Experience Period >>	12/01/2020 - 12/31/2020
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Item No.	Data Description	Data Entry
1	Number of Calls Received	32792
2	Number of Calls Reaching the Call Center Menu within Three (3) Rings or Fewer	32792
3	Percent of Calls to Reach Call Center Menu Within Three Rings or Fewer	100.00%
4	Monthly Average Speed to Answer Calls in Seconds	32
5	Total Number of calls Abandoned	2355
6	Percent of Calls Abandoned	7.18%
7	Number of Calls Received After Hours	745
8	Number of After Hours Calls Attempted to Return within the Next Business Day	745
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	30437
11	Percent of Member Calls Resolved During the Initial Call	92.82%
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%