



<b>Title:</b>	Telephone Access Standards				
<b>Department/Line of Business:</b>	Quality Improvement				
<b>Approver(s):</b>	VP CMO, SWHP				
<b>Location/Region/Division:</b>	SWHP				
<b>Document Number:</b>	SWHP.QLI.009.P				
<b>Effective Date:</b>	5/9/2017	<b>Last Review/ Revision Date:</b>	05/9/2017	<b>Origination Date:</b>	10/1/1996

## LINE OF BUSINESS

This document applies to the following line(s) of business:  
 SWHP Commercial HMO (Individual & Family Plan, Small & Large Group - Off Exchange)  
 ICSW Commercial PPO (Individual & Family Plan- Off Exchange)  
 Self-Funded (ASO)

## DEFINITIONS

*When used in this document with initial capital letter(s), the following word(s)/phrase(s) have the meaning(s) set forth below unless a different meaning is required by context. Additional defined terms may be found in the BSWH P&P Definitions document.*

**Average speed to answer** - Time spent on hold by a caller following an interactive voice response (IVR) system and before reaching a live person (measured as wait time in the queue, i.e., caller has listened to the message and menu).

**Abandonment calls** - When a caller hangs up, including those who hang up during the automated attendant script, or the call is unexpectedly dropped while the caller was navigating the interactive voice response (IVR) system or speaking with a Customer Advocacy agent.

**Answered calls by live person**- Number of calls answered by toll-free line staff (measured from the time the call is placed in queue).

## POLICY

Scott & White Health Plan (SWHP) Customer Advocacy Department is responsible for ensuring that telephone access standards are met according to the National Committee for Quality Assurance (NCQA) Health Plan Standards and the Centers for Medicare and Medicaid Services (CMS) Publication for Medicare Managed Care Chapter 3 guidelines. SWHP measures compliance with the above standards by collecting and analyzing call metric data provided by Customer Advocacy and its vendors.

## PROCEDURE

At least annually, SWHP collects and analyzes call metric data against its telephone access standards. Customer Advocacy completes a quantitative and qualitative analysis for Commercial, Self-Funded, and Medicare lines of business. The findings and recommendations are presented to the Quality Improvement Sub-Committee (QIS) for approval and determination of next steps. SWHP has established the following telephone access standards:

- Percent within service level: Goal is at least 80% of calls answered within 30 seconds by a live voice, measured from the time the call is placed in the queue after selecting an option through the automated attendant.
- Average speed to answer: Goal is 2 minutes or less.
- Abandonment rate: Goal is 5% or less.

## ATTACHMENTS

None.

## RELATED DOCUMENTS

None.

## REFERENCES

2017 NCQA Health Plan Standards, QI 4A Member Services Telephone Access  
CMS Publication 100-16, Medicare Managed Care, Chapter 3, Section 80.1

The information contained in this document should not be considered standards of professional practice or rules of conduct or for the benefit of any third party. This document is intended to provide guidance and, generally, allows for professional discretion and/or deviation when the individual health care provider or, if applicable, the "Approver" deems appropriate under the circumstances.