

ATTACHMENT 56



**Empire Plan Monthly Call Center Volume
RFP entitled: “Pharmacy Benefit Services
for The Empire Plan, Excelsior Plan,
Student Employee Health Plan, and NYS
Insurance Fund Workers’ Compensation
Prescription Drug Programs”**

**Empire Plan Prescription Drug Program
Monthly Call Center Volume**

Month	CSR Calls	IVRU Calls	Total Calls
2022			
January	28,624	6,072	34,696
February	24,150	4,894	29,044
March	25,779	5,247	31,026
April	22,692	5,153	27,845
May	21,799	5,504	27,303
June	21,941	5,384	27,325
July	20,306	5,369	25,675
August	21,897	5,557	27,454
September	19,924	4,819	24,743
October	21,338	5,497	26,835
November	21,853	5,204	27,057
December	22,045	5,314	27,359
TOTAL	272,348	64,014	336,362