

Empire Plan Prescription Drug Program
Monthly Call Center Volume

Month	CSR Calls	IVRU Calls	Total Calls
October 2010	14,919	8,375	23,294
November 2010	15,776	7,829	23,605
December 2010	17,399	9,357	26,756
January 2011	20,057	10,756	30,813
February 2011	17,042	8,866	25,908
March 2011	18,036	10,040	28,076
April 2011	16,069	9,137	25,206
May 2011	15,570	9,110	24,680
June 2011	16,325	9,530	25,855
July 2011	15,261	9,324	24,585
August 2011	16,414	9,608	26,022
September 2011	16,542	9,393	25,935
October 2011	19,811	10,175	29,986
TOTAL	219,221	121,500	340,721