

## Empire Plan Prescription Drug Program Monthly Call Center Volume

Month	CSR Calls	IVRU Calls	Total Calls
<b>2015</b>			
October	30253	41024	71277
November	31077	40620	71697
December	32095	43004	75099
<b>2016</b>			
January	34079	44341	78420
February	30359	40806	71165
March	31851	43272	75123
April	28269	37649	65918
May	28120	37050	65170
June	28525	38301	66826
July	25094	34412	59506
August	28340	37781	66121
September	26598	34394	60992
October	27139	37343	64482
<b>TOTAL</b>	<b>381799</b>	<b>509997</b>	<b>891796</b>