

## Empire Plan Prescription Drug Program Monthly Call Center Volume

Month	CSR Calls	IVRU Calls	Total Calls
<b>2017</b>			
March	27,495	14,516	<b>42,011</b>
April	22,768	12,269	<b>35,037</b>
May	23,776	12,499	<b>36,275</b>
June	23,575	12,357	<b>35,932</b>
July	23,317	12,271	<b>35,588</b>
August	25,133	13,106	<b>38,239</b>
September	22,026	11,402	<b>33,428</b>
October	24,428	12,460	<b>36,888</b>
November	24,242	11,913	<b>36,155</b>
December	23,769	11,780	<b>35,549</b>
<b>2018</b>			
January	29,815	15,063	<b>44,878</b>
February	25,831	12,167	<b>37,998</b>
March	24,865	12,286	<b>37,151</b>
<b>TOTAL</b>	<b>321,040</b>	<b>164,089</b>	<b>485,129</b>