

ATTACHMENT 23



Call Center Statistics - RFP entitled: “Healthcare Program Administrative Services Only (ASO)”

NYSHIP Toll-Free Line Telephone Statistics - 2018

	January			February			March			April			May			June		
	8:00AM-5:00PM	5:00PM-8:00AM	January Totals	8:00AM-5:00PM	5:00PM-8:00AM	February Totals	8:00AM-5:00PM	5:00PM-8:00AM	March Totals	8:00AM-5:00PM	5:00PM-8:00AM	April Totals	8:00AM-5:00PM	5:00PM-8:00AM	May Totals	8:00AM-5:00PM	5:00PM-8:00AM	June Totals
Total Number of Calls - Medical Program	133,176	4,343	137,519	111,551	2,750	114,301	117,583	4,361	121,944	117,583	4,412	121,995	117,560	4,201	121,761	112,413	4,275	116,688
Total Number of Calls - Hospital Program	27,083	908	27,991	23,718	782	24,500	25,473	920	26,393	25,473	953	26,426	25,764	891	26,655	24,481	870	25,351
Total Number of Calls - Behavioral Health Program	15,012	1,014	16,026	13,087	910	13,997	13,905	1,023	14,928	13,905	1,201	15,106	13,363	1,025	14,388	12,541	968	13,509
Total Number of Calls - Prescription Drug Program	27,286	4,576	31,862	23,050	3,942	26,992	22,764	4,199	26,963	22,764	4,233	26,997	21,039	4,415	25,454	19,761	4,117	23,878
Total Number of Calls - Nurseline	3,422	855	4,277	2,984	767	3,751	3,219	864	4,083	3,303	1,029	4,332	3,439	981	4,420	3,115	944	4,059
Total Number Calls Voluntarily Disconnected	30,444	3,427	33,871	25,975	2,754	28,729	26,813	3,391	30,204	25,560	3,334	28,894	26,320	3,382	29,702	25,682	3,308	28,990

	July			August			September			October			November			December		
	8:00AM-5:00PM	5:00PM-8:00AM	July Totals	8:00AM-5:00PM	5:00PM-8:00AM	August Totals	8:00AM-5:00PM	5:00PM-8:00AM	September Totals	8:00AM-5:00PM	5:00PM-8:00AM	October Totals	8:00AM-5:00PM	5:00PM-8:00AM	November Totals	8:00AM-5:00PM	5:00PM-8:00AM	December Totals
Total Number of Calls - Medical Program	113,271	4,168	117,439	119,776	4,114	123,890	97,783	3,176	100,959	119,487	3,626	123,113	103,217	3,071	106,288	94,064	2,609	96,673
Total Number of Calls - Hospital Program	24,475	813	25,288	25,697	928	26,625	21,605	708	22,313	27,175	815	27,990	25,385	642	26,027	21,666	590	22,256
Total Number of Calls - Behavioral Health Program	12,848	912	13,760	13,337	1,006	14,343	11,237	810	12,047	13,740	978	14,718	12,140	758	12,898	10,965	648	11,613
Total Number of Calls - Prescription Drug Program	21,418	4,167	25,585	21,675	4,013	25,688	19,077	3,532	22,609	23,436	3,837	27,273	21,681	3,649	25,330	21,321	3,327	24,648
Total Number of Calls - Nurseline	3,149	857	4,006	3,335	820	4,155	3,423	805	4,228	4,224	909	5,133	3,515	779	4,294	3,024	617	3,641
Total Number Calls Voluntarily Disconnected	25,648	3,221	28,869	28,280	3,277	31,557	26,010	3,092	29,102	31,472	3,574	35,046	27,110	2,862	29,972	24,475	2,462	26,937

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Total Number of Calls - Medical Program	132,289	16,654	148,943	107,916	3,339	111,255	112,258	3,716	115,974	115,094	3,670	118,764	11,978	3,516	15,494	101,453	3,071	104,524
Total Number of Calls - Hospital Program	27,883	847	28,730	23,672	779	24,451	24,971	904	25,875	25,797	857	26,654	25,348	880	26,228	23,069	753	23,822
Total Number of Calls - Behavioral Health Program	15,499	1,043	16,542	12,456	896	13,352	13,523	1,017	14,540	13,240	1,039	14,279	12,732	1,020	13,752	11,946	899	12,845
Total Number of Calls - Prescription Drug Program	26,974	4,046	31,020	21,494	3,257	24,751	22,511	3,796	26,307	24,924	4,474	29,398	21,578	3,892	25,470	19,576	3,432	23,008
Total Number of Calls - Nurseline	4,125	830	4,955	3,605	708	4,313	3,585	849	4,434	4,268	1,135	5,403	3,641	948	4,589	3,488	873	4,361
Total Number Calls Voluntarily Disconnected	33,901	3,739	37,640	27,434	3,097	30,531	27,841	3,575	31,416	28,768	3,446	32,214	27,359	3,342	30,701	25,346	3,092	28,438

	July			August			September			October			November			December		
	8:00AM-5:00PM	5:00PM-8:00AM	July Totals	8:00AM-5:00PM	5:00PM-8:00AM	August Totals	8:00AM-5:00PM	5:00PM-8:00AM	September Totals	8:00AM-5:00PM	5:00PM-8:00AM	October Totals	8:00AM-5:00PM	5:00PM-8:00AM	November Totals	8:00AM-5:00PM	5:00PM-8:00AM	December Totals
Total Number of Calls - Medical Program	121,557	3,866	125,423	106,910	3,135	110,045	99,365	3,089	102,454	112,591	3,136	115,727	95,495	2,269	97,764	93,796	2,230	96,026
Total Number of Calls - Hospital Program	26,295	792	27,087	24,109	731	24,840	22,351	732	23,083	25,560	725	26,285	22,048	563	22,611	22,946	621	23,567
Total Number of Calls - Behavioral Health Program	14,532	1,005	15,537	12,601	966	13,567	13,848	984	14,832	15,155	1,016	16,171	12,846	729	13,575	11,947	703	12,650
Total Number of Calls - Prescription Drug Program	23,100	3,716	26,816	20,336	3,559	23,895	21,535	3,512	25,047	23,100	3,570	26,670	21,063	3,174	24,237	22,559	3,433	25,992
Total Number of Calls - Nurseline	4,136	992	5,128	3,626	881	4,507	3,730	915	4,645	3,989	884	4,873	3,464	714	4,178	3,240	743	3,983
Total Number Calls Voluntarily Disconnected	29,878	3,530	33,408	27,615	3,255	30,870	25,036	3,046	28,082	27,585	3,188	30,773	23,005	2,372	25,377	22,658	2,460	25,118